

“What if I have a health question and I can’t reach my doctor?”

Call Nurse Connect for answers when you need them.



You aren't feeling well. Your baby has a fever in the middle of the night. You want to learn more about your recent diagnosis.

What do you do?

There is no such thing as a bad question—especially when it comes to your health. Health questions can arise at any time. That is why Fallon Health gives you access to registered nurses who serve as health coaches 24 hours a day, seven days a week, 365 days a year.

Are you making the right call?

Nurse Connect is a valuable resource provided to Fallon Health members, but should not replace a visit with your primary care physician (PCP). After making a call to Nurse Connect for your questions or concerns, depending on the problem, you may need to contact your PCP to schedule an appointment to evaluate your ailment or health concern.

When to go to the emergency room?

Trips to the emergency room aren't always necessary, but it can be difficult to identify an emergency. Nurse Connect offers you the advice and comfort of knowing the best plan of action in certain situations. Did you know that an emergency room visit requires a copayment, and could include part of your deductible? Unlike an emergency room visit, a phone call to Nurse Connect costs nothing.

Nurse Connect provides you with:

- Assistance on determining whether or not you need to go to the ER
- Personal education and support to help make healthy decisions
- Educational materials relevant to a diagnosis or condition
- Language interpreter services by telephone
- Assistance with finding additional health information online

Contact a Nurse Connect health coach today by calling
1-800-609-6175 (TDD/TTY: 1-800-848-0160).

fallonhealth.org

