



Nurse Advice Line

1-800-TRICARE (800-874-2273), option 1

When will the Nurse Advice Line be available?

The Nurse Advice Line is available starting May 2, 2014 for patients at Naval Hospital Jacksonville's hospital and branch health clinics.

How can I reach the Nurse Advice Line?

Call the Nurse Advice Line toll-free number 24 hours a day, 7 days a week at **1-800-TRICARE (1-800-874-2273)** and select option 1.

Should I call the Nurse Advice Line if I'm unsure if my child or I need immediate care?

Yes, unless you perceive the problem to be life threatening. The Nurse Advice Line helps you make informed decisions on when and how to seek care for an urgent problem or provides advice on self-care at home.

Should I call the Nurse Advice Line if I think I have a medical emergency?

No. If you believe you have a medical emergency, always call 911 or go to the nearest emergency room.

Will I reach a live person when I call the Nurse Advice Line?

A person will always answer and stay with you on the call until you get the advice or access to the health care you need.

Does the Nurse Advice Line have nurses trained to discuss pediatric issues?

Yes. If you call the Nurse Advice Line about your child, your call is forwarded to a nurse with pediatric experience. If you are advised to provide self-care at home, the Nurse Advice Line pediatric nurses offer to call you back in an hour or so to check on your child.

Does the Nurse Advice Line have nurses trained to discuss mental health issues?

Yes. Nurse Advice Line nurses have experience in answering questions and providing advice on how and when to seek help for mental health concerns.

Who can use the Nurse Advice Line?

The Nurse Advice Line supports nearly all TRICARE beneficiaries in the U.S. (including Alaska and Hawaii) -- including TRICARE Prime, TRICARE Prime Remote, TRICARE Prime Remote for Active Duty Family Members, TRICARE Standard and TRICARE Extra, TRICARE Young Adult, TRICARE For Life, TRICARE Reserve Select and TRICARE Retired Reserve.

How will the Nurse Advice Line know I'm a TRICARE beneficiary?

The Nurse Advice Line verifies your eligibility in DEERS. If you are unsure about your DEERS registration, please visit <http://milconnect.dmdc.mil>.