Medical Mutual 24/7 Nurse Line

Consult with a nurse by calling 1-888-912-0636

Speak with a trained nurse to help you determine the care you need

Your coverage with Medical Mutual provides 24/7 access to highly trained and experienced nurses to help:

- Advise you personally, no matter the size of the concern
- Provide easy-to-understand explanations about medical tests and results
- Talk you through self-care for treating minor medical conditions at home
- Help determine if you need to visit your doctor, an urgent care clinic or the emergency room
- Assess symptoms using nationally accredited guidelines
- Stay on the line until you feel you understand next steps

Highly trained and experienced nurses take your call

Call toll-free to speak with a medically trained, compassionate nurse anytime, day or night, whenever you have a health concern. They will help you understand your situation and determine next steps. You will always speak with a live nurse first without being triaged or put on hold.

Health counseling, education and help with symptom identification

A nurse will evaluate your symptoms, provide an assessment and help you take the most appropriate action. Medical Mutual's Nurse Line staff will help you make the most informed decisions about how to handle a variety of health and wellness concerns and connect you with the appropriate resources. If it's an emergency, the nurse will tell you what steps to take immediately and will follow up later to see how you're doing.

Nurse Line is a valuable health benefit

Nurse Line is available 24/7 to Medical Mutual members at no additional charge. It's a convenient and easy way to get answers to your health care questions—even when your doctor's office is closed.

This service should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. The information provided through this service is for informational purposes only. The nurses cannot diagnose problems or recommend treatment and are not a substitute for your doctor's care. Your health information is kept confidential in accordance with the law. The service is not an insurance program and may be discontinued at any time.

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