



315 SW Fifth Avenue, Suite 900
Portland, Oregon 97204
503-416-4279 or 888-712-3258
800-735-2900 (TTY/TDD)
Daily 8 am—8 pm
www.careoregonadvantage.org

Dear CareOregon Advantage member:

Do you need guidance on how to treat a specific health problem? Not sure if you need to see a doctor? When you are sick, hurt or need health care advice, you can get help 24 hours a day, seven days a week from our free Registered Nurse (RN) Medical Advice Line.

Our free RN Medical Advice Line is a telephone medical advice line available for CareOregon Advantage members.

What are the benefits of using the RN Medical Advice Line?

- Receive an immediate and convenient response to your medical questions.
- Speak with a registered nurse about health issues, day or night, seven days a week.
- Calls are always free.

When should I call?

Call the free RN Medical Advice Line anytime, day or night, when:

- You or a member of your family is sick, hurt or needs health care advice.
- You are not sure if you should go to an emergency room, make a doctor's appointment or care for your symptoms at home.

What advice will the nurse give?

After talking with you, the nurse will:

- Help you decide if you should see your doctor or go to an emergency room.
- Provide helpful suggestions about taking care of your symptoms at home.

NOTE: The RN Medical Advice Line is available day and night to give you answers to *immediate* health care questions; however, the RN Medical Advice Line doesn't take the place of your primary care provider (PCP). We will send a summary of your call to your PCP, so s/he will be aware of health issues you are concerned about. Your PCP coordinates all your care.

If you have questions about CareOregon Advantage, call Customer Service – 8 a.m. to 8 p.m, every day– at 503-416-4279 in the Portland calling area or 1-888-712-3258 outside the Portland area. TTY/TDD users can call Oregon Relay 711 and ask for either of these numbers.

RN Medical Advice Line
24 Hours a Day, 7 Days a Week

1-866-209-0905
Toll-Free

711 (Oregon Relay)
TDD/TTY

Ask for one of the above numbers.