Help When You Need It:
24-Hour NurseLine

Most medical situations don't happen during business hours. So what do you do in medical situations where you know it's not life-threatening, but you're not sure whether you should go to urgent care or an emergency room? Call a nurse!

Talk to a Nurse—Anytime

Our 24-Hour NurseLine is staffed around the clock, seven days a week, so you'll never be without a registered nurse to talk to when you have health-related questions.

To talk to a registered nurse, call our 24-Hour NurseLine toll-free at (855) 834-6150.

Need more than the 24-Hour NurseLine?

Not sure where to go for help? Here are some tips that may help you decide when to call our 24-Hour NurseLine, when to seek urgent care, and when to go to the emergency room.

24-Hour NurseLine

- It's after regular business hours, and you have a health-related question.
- You want to speak to a medical professional to figure out if you need to be seen by a doctor.
- You have a question, but you don't think you need to see your doctor.

Urgent Care

- You need care, but it isn't life-threatening.
- You have an illness like a cold, flu, bronchitis, sinus infections, strep throat, ear infections, vomiting, and diarrhea.
- You have an injury such as bumps, bruises, nose bleeds, sports injuries, minor burns, simple fractures, cuts, and dislocations.

You can look up urgent care doctors and locations using our online directory at PacificSource.com/find-a-provider. You may also check with your primary care doctor about after-hours appointment availability.

Emergency Room

- It's life-threatening and nurse lines or urgent care just aren't enough.
- You're experiencing things like trouble breathing, chest pain, choking, severe head injury, seizure, severe burns, ingested poisonous substance, heavy bleeding, and other life-threatening ailments.

If it's a true medical emergency, call 911, or go to the nearest emergency room or appropriate treatment facility.

Idaho
Direct: (208) 333-1596
Toll-free: (800) 688-5008

Montana
Direct: (406) 442-6589
Toll-free: (877) 590-1596

Oregon
Direct: (541) 684-5582
Toll-free: (888) 977-9299

TTY
Toll-free: (800) 735-2900

En Español
Direct: (541) 684-5456
Toll-free: (800) 624-6052
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