

VA VISN 12 Nurse Advice Line (Telephone Care Service)

Serving Veterans receiving or planning to receive care at the following VA Medical Centers and their Outpatient Clinics: Iron Mountain, Tomah, Madison, Milwaukee, FHCC Lovell, Hines, Jesse Brown, and Danville

How do you contact us? 1-888-598-7793

Do you have a question about your physical or mental health symptoms or your care?

We can help. Veteran patients and their caregivers can talk to a Registered Nurse by calling 888-598-7793. You can call the Nurse Advice Line at any time, day or night. A specially trained nurse is available to talk with you when you are not feeling well or have a change in your medical condition. Based on the information you share, the Telephone Care Service will help you get the care you need.

When you call:

- You will speak to a clerk, who will ask for information of why you are calling. We may ask:
 - Which VA medical center you usually go to for care
 - Your name, your social security number, and your date of birth
 - Your reason for calling

If you are having an emergency, the clerk will connect you directly to a nurse. If not, a nurse will call you back.

- Registered Nurses will
 - Listen, Ask questions, Help you decide what to do, Help you get the care you need.
 - After listening to your concerns, the nurse will talk to you about how best to meet your needs. The nurse may think you need to call 911 or go to the nearest Emergency Room. If the nurse and you decide you should see your primary care provider, the Nurse Advice Line team will help you schedule a clinic appointment. The nurse will also give advice on how to care for your concern at home.

You may be able to see and speak to a nurse all at once using VA Video Connect. All you need is an active email address, internet service/Wi-Fi and a computer with a speaker and microphone, cell phone or tablet.

Our team of clerks and nurses are available 24/7

- Your questions do not need to be urgent. The Nurse Advice Line nurses can answer questions about your medicines or upcoming tests and procedures. They can offer basic health information and help you to better understand your care.
- The Nurse Advice Line can help you cancel or check on an appointment.
- The Nurse Advice Line is part of your regular VA care. Calling us is like calling your own team; we work together to care for you. Your call will be noted in your record so your primary and specialty health care providers will be kept up to date. This means that your care will be coordinated. The information we give you on the phone will be in line with the information and care you get in the clinic.

Our caring staff is committed to helping Veterans, their families, and their loved ones.

