

# **Ask Mayo Clinic**

## **24-Hour Nurse Hotline**

*Ask Mayo Clinic* is a 24-hour nurse line, provided at no charge to you as part of your student accident and sickness insurance program. It was designed by the experts at Mayo Clinic for two purposes:

- ❖ To provide phone-based, reliable health information in response to your health concerns and questions; and
- ❖ To help you decide on the appropriate level of care for illnesses and injuries. Appropriate care may include self-care at home, a call to your doctor the next day, or an immediate visit to the emergency room.

Choosing the appropriate level of care helps you obtain the best health care while avoiding needless expense and wasted time. Best of all, it's reassuring to know that an experienced registered nurse is just a phone call away whenever you have a health concern or question.

*Ask Mayo Clinic* is not a substitute for doctor visits or emergency response systems. *Ask Mayo Clinic* registered nurses help you decide if you need to see your doctor. **In a medical emergency, please dial 9-1-1.**

### **Who answers my call to Ask Mayo Clinic?**

Calls are answered 24 hours a day, 365 days a year by experienced registered nurses who have been specially trained to handle telephone health inquiries.

*Ask Mayo Clinic* nurses average 18 years of clinical experience before joining the nurse line. Their experience, combined with sophisticated symptom triage software and the extensive resources of Mayo Clinic, are used to answer your questions and help you make the best decisions regarding your health care questions.

### **When should I call Ask Mayo Clinic?**

Call any time you need help deciding how to handle an illness or injury, or when you need health information you can trust. *Ask Mayo Clinic* can help with these types of questions:

- ❖ It's the weekend, you wake up at 2 a.m. and have abdominal pain, pelvic pain, chest pain, nausea and vomiting, anxiety attack, etc. Can you wait until morning to call the doctor, or should you head to the emergency room now?
- ❖ You develop a backache, sprained ankle, etc. Is ice or heat better for your pain?
- ❖ You've just been diagnosed with diabetes, hypertension, sexually transmitted disease, asthma, etc. Where can you find reliable information and learn more about this condition?

### **What should I do in an emergency?**

**In a medical emergency, you should still dial 9-1-1.** *Ask Mayo Clinic* is not a substitute for emergency response systems.

*Ask Mayo Clinic* does not answer health plan benefit questions. If you have questions about your school accident and sickness insurance plan benefits or claims, please call:

Student Assurance Services, Inc.  
Toll free at 1-800-328-2739.  
In the Minneapolis-St. Paul metro area call:  
(651) 439-7098

**The Ask Mayo Clinic 24-hour nurse line  
toll-free telephone number is:**

**1-877-351-9900**

**The Ask Mayo Clinic 24-hour nurse line  
toll-free telephone device for the deaf  
(TDD) number is: 1-877-728-3311**