



## WHEN YOU NEED IMMEDIATE CARE



### How do I get urgent or after-hours care?

**Call your doctor's office.** You can call your doctor at any time, including evenings and weekends. Your doctor (or the doctor on-call) may provide you with home care remedies or find it necessary for you to seek care at the emergency room or urgent care center. Search [mywha.org/directory](http://mywha.org/directory) for your medical group's contracted urgent care center.

**Reach out to Nurse24™.** WHA provides 24/7 access to a nurse advice line staffed with registered nurses through Nurse24. You can speak directly with a nurse at 877.793.3655 or use the Chat feature via [mywha.org/nurse24](http://mywha.org/nurse24). Registered nurses are available to answer any of your health questions, including direct referrals to disease management nurses.

### What do I do in an emergency?

**Call for help.** Whether you are in or outside WHA's service area, call 911 immediately or go directly to the nearest hospital emergency room. If you are hospitalized at a non-participating facility because of an emergency, WHA must be notified within twenty-four (24) hours or as soon as possible. If you are unable to make the call, have someone else make it for you, such as a family member, friend or hospital staff member.

**Visit our website or call Member Services to learn more about emergency, urgent, after-hours and follow-up care | [888.563.2250](tel:888.563.2250) or [mywha.org/ER](http://mywha.org/ER)**