



Indian Health Service
Schurz Service Unit
PO Drawer A
Schurz, NV 89427

NOTICE

Beginning July 01, 2010 all patients in Schurz Service Unit shall have toll-free access to a Nurse Advice Telephone and Medical Library Line:

1-877-678-4003

This service provides telephone toll-free access to a registered nurse 24 hours per day, 7 days per week.

When callers in need of medical assistance phone the Medical Call Center, they will first hear a disclaimer stating that if they are experiencing an emergency, they should hang up and call 911. Callers will then have the option of being connected to the audio health library, or speaking immediately with a Registered Nurse. If a caller chooses to speak with a nurse, the nurse will document and discuss the patient's symptoms and recommend an appropriate course of action. These courses of action (dispositions) range from "home care procedures" to "seek emergency care." Depending on the disposition, the nurses will place follow-up phone calls to assure that the caller's condition has improved. If all nurses are busy when a patient calls, a Health Service Representative (HSR) will take a message and the next available nurse will call that person back. Callers are never put on hold.

The contractor shall fax an encounter form within 24 hours. The encounter will include the caller's name, date of birth, purpose of call and the advice given to the patient from the Nurse Advice Line. All encounters will be faxed to the appropriate Health Clinic responsible for the caller's routine health care.