



Memorandum

To: Gold Coast Health Plan Providers

From: Nancy Wharfield, MD, Chief Medical Officer
Nilesh Hingarh, MD, Associate Chief Medical Officer

Re: **24-Hour Advice Nurse Line for Members**

Date: March 25, 2020

To further Gold Coast Health Plan's (GCHP) goal to provide members with quality care, the Plan has diligently worked to establish a 24-hour Advice Nurse Line. GCHP is pleased to announce that this is an active service for Plan members.

This line gives members access to a registered nurse 24 hours a day, seven days a week. The nurse can speak to members over the phone in their preferred language when they or a family member have any medical questions.

The nurse can help members decide if they:

- Need to go to urgent care.
- Can wait to see their doctor.
- Can take care of their symptoms at home.

The nurse can also answer questions or address concerns about the Coronavirus.

To reach the Advice Nurse Line, members can call 1-805-437-5001. The toll-free number is 1-877-431-1700. For TTY, call 711.

GCHP hopes that you can help inform Plan members of this service. The Plan appreciates your service to GCHP members.