Baptist Health Plan recognizes that our members deserve answers to health care concerns and questions day and night. BHP provides access to a registered nurse - NurseFirst for our members 24 hours a day, 7 days a week.

When you need immediate answers to health questions, or wish to become more knowledgeable about a particular condition call:

**1-800-391-6861**

You can speak to a nurse or you can follow simple prompts directing you to the NurseFirst health care audio library.

NurseFirst is prepared to answer health-related questions that are important to you or your family, and registered nurses are available to do all of the following and more:

- Guide you or your family to appropriate health care resources
- Answer questions regarding instructions from your physician or pharmacist
- Offer you information about medical tests or upcoming procedures
- Assist you with questions you should ask your doctor
- Aid you in making informed health care decisions

Examples of when to call NurseFirst:

- Your toddler is not easily consoled and has an elevated temperature
- You are experiencing back pain after working in the garden or after playing sports
- Your child has complained of a sore throat

If your call requires additional medical attention, NurseFirst will advise you on the appropriate level of care after your symptoms have been thoroughly reviewed with a NurseFirst professional.

**IMPORTANT**

If you are having a medical emergency, seek care from the nearest emergency facility immediately.