



# MyNurse 24/7

24-hour clinical guidance for everyday health issues

**MYNURSE 24/7** provides access to a registered nurse for help with common health issues before they become serious medical events.

## Client Benefits



- **Cost efficient.** This health management program allows members to be proactive with common health concerns before they worsen, which could improve attendance and increase productivity in the workplace while reducing unnecessary health care use.
- **Personalized.** Customized scripts and branded marketing templates help ensure consistent messaging.
- **Reporting.** Gain insights into demographics, reasons for calls and disease category, as well as an estimated cost avoidance achieved through appropriate level of care.

## Participant Benefits



- **Convenient.** Access to experienced, licensed registered nurses 24 hours a day, seven days a week, including holidays, via a dedicated toll-free phone number.
- **Preventive.** Clinical guidance to assess medical risks and severity of symptoms, including recommendations to the appropriate level of care, may help prevent health issues from becoming serious and costly.
- **Educational.** Health guidelines and educational information provided by Healthwise® helps members understand their illness or health concerns and assists them with health care decision-making, treatment and prevention options.



## MyNurse 24/7

### What you need to know .....

*MyNurse 24/7* is URAC accredited, and provides around-the-clock guidance from registered nurses, ensuring the appropriate level of care, including warm transfers to other clinical programs and vendors and nurse follow-up for all emergency calls. Other services available with additional costs include: secure live chat from client portal, customized automated outbound welcome call and interpretive services (language line).

### Help put everyday health issues in check .....

With *MyNurse 24/7*, you offer members access to clinical guidance to help assess common health issues, including guidance for the appropriate level of care. Contact your HealthFitness representative to add this program to your health management programming.

### About HealthFitness .....

HealthFitness, a Trustmark company, is an award-winning, URAC- and NCQA-accredited provider of health management, corporate fitness and condition management solutions. With nearly 40 years of experience, HealthFitness is a proven leader and partner for infusing a culture of health. We maximize client results through personalized interaction and a science-based approach to on-site program management, engagement and prevention. Parent company Trustmark provides a full spectrum of employee benefits to improve well-being through better health and greater financial security. For more information on HealthFitness, visit [www.healthfitness.com](http://www.healthfitness.com).



Healthwise is a registered trademark of Healthwise, Incorporated.



ACCREDITED  
Health Call Center  
Expires 04/01/2018