



How do I get help when I do not feel well?

Primary Care Provider [PCM]	Military Health System [MHS] Nurse Advice Line	Urgent Care	Emergency Room [ER]
<p>Your BEST resource for deciding where and when to get care</p> <p>Delivery of basic care for common illnesses, minor injuries, and routine health care</p> <p>Available: Office hours vary by provider. Ask your provider about after-hours and weekend care</p> <p>Access: Dial 1-800-TRICARE or 800-874-2273</p> <p>Or Visit www.TRICARE-West.com</p>	<p>Staffed by professional registered nurses [RN's] to assist you in:</p> <ul style="list-style-type: none"> • Answering questions • Providing help with decisions regarding self-care at home • When it is best to see a health care provider <p>Available: 24/7 by phone, web chat, or video chat</p> <p>Access: Dial 1-800-TRICARE or 800-874-2273 and choose option #1</p> <p>Or Visit MHSNurseAdviceLine.com</p>	<p>When your PCM is not available</p> <p>Available: Hours vary per location</p> <p>Access: Dial 1-800-TRICARE or 800-874-2273 for TRICARE certified locations</p>	<p>Situation where a lay person believes that without medical help there is significant risk to health, life, safety, limb, or eyesight.</p> <p>Or</p> <p>Otherwise believes they require emergent attention for their condition</p> <p>Available: 24/7 in most locations</p> <p>Call 9-1-1 for the following symptoms*</p>

When to Seek Appropriate Level of Care

<ul style="list-style-type: none"> • Common illnesses such as <i>colds, the flu, earaches, sore throats, migraines, fever, rashes</i> • Minor injuries such as <i>sprains, back pain, minor cuts and burns, minor broken bones, or minor eye injuries</i> • Routine Care such as <i>physicals, prescription refills, vaccinations, and screenings</i> • Health problem where you need advice. 	<ul style="list-style-type: none"> • When your PCM is not available 	<ul style="list-style-type: none"> • Common illnesses such as <i>colds, the flu, earaches, sore throats, migraines, fever, rashes</i> • Minor injuries such as <i>sprains, back pain, minor cuts and burns, minor broken bones, or minor eye injuries</i> 	<ul style="list-style-type: none"> • Treat severe pain or relieve suffering • Sudden or severe shortness of breath • Symptoms of heart attack • Symptoms of stroke • Broken bones or dislocated joints • Head or eye injuries • Sudden change in mental status • Suicidal or Homicidal thoughts • Serious burns • Bleeding that will not stop or large open wound • Life threatening injury
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* **Call 9-1-1** for the following symptoms:

- Any symptoms of a **heart attack** including *chest pain, pain in left arm or jaw, sudden weakness, or dizziness*
- Signs of a **stroke** such as *numbness, slurred speech, severe headache, weakness on one side of the face or loss of consciousness*
- Life or limb threatening injury
- Sudden or severe shortness of breath or difficulty breathing