

Did You Know?

Oxford offers healthcare guidance when you need it most

Oxford recognizes that our Members healthcare needs go beyond the hours of 9 to 5. So we developed *Oxford On-Call*[®], a healthcare guidance service available by phone 24 hours a day, 365 days a year.* *Oxford On-Call* nurses identify caller symptoms and recommend next steps. They make follow-up calls, as needed, to help answer any questions the Member might have and to inquire whether the problem was successfully resolved, promoting continuity of care.

Oxford On-Call Results:

- Of the Members triaged to a self-care recommendation, over 98% stated that they were satisfied with the *Oxford On-Call* service. (*October-December 2002 survey average*).
- Between October 2002 and February 2003, 3,414 Members called the *Oxford On-Call* telephone line seeking immediate assistance. Of those Members, *Oxford On-Call* nurses recommended that 38% visit their primary care physician (PCP) or try self-care remedies, instead of visiting the emergency room (ER) or an urgent care center.



To speak to our *Oxford On-Call* nurses please contact them at **800-201-4911**

**Oxford is committed to reducing unnecessary ER visits,
while promoting the value of the PCP/patient relationship.**

**Oxford On-Call* healthcare guidance service is available to Members who reside in NY, NJ, and CT.



Oxford On-Call[®]
Oxford Health Plans[®]



Oxford Health Plans[®]
there is another way[®]