

Any Time, Any Medical Question or Concern, Call Our 24/7 Nurse Health Line

The Nurse Health Line is a free telephone triage service created for the residents of Greater Houston who are experiencing a health concern and are unsure of what to do or where to go. Whether there are immediate health concerns; questions about a particular condition, recent clinic visit or hospital visit; or questions about where to go for medical care, the Nurse Health Line (NHL) is here to help any time, day or night.



Experienced bilingual nurses use their training and expertise to conduct assessments by phone 24/7. They do not diagnose or treat, but rather help callers make decisions about their care utilizing nationally recognized, standardized protocols. They also provide health education/information and provide resources to Federal Qualified Health Centers (FQHCs).

Taking over 10,000 calls a month, the NHL serves residents, health plans and a variety of agencies, all with the goal of increased education and improved care transitions. The NHL is becoming an essential extension of programs (including Harris County's Emergency Corps [HCEC], Northwest Community Health [NWCH] and the City of Houston's ETHAN-Emergency Telehealth and Navigation Program) dedicated to assessing the appropriate level of care, supporting residents' health conditions in real time, meeting them where they are in the health continuum and working to keep them out of the hospital.

Nurse Health Line

713.338.7979

Call when:

- You don't know if you need to go to the ER.
- You can't get in contact with your physician's office.
- You wonder which FQHC is best for you.
- You can't remember how to change a dressing.
- You are worried you may have given your child too much medicine.
- You recently had surgery and are in pain or bleeding.
- You are concerned about a health issue.

If you have a life-threatening condition and need emergency medical care, go to the nearest ER or call 911.

Here is what callers think of the NHL:

- 97% report following the health information of the nurse.
- 99% report they will use the service again.
- 97% report the service as good or excellent.