

# Mercy On Call

## 24/7 Health Answers

***Available to Established Mercy Adult Primary Care Patients***

**Just call your Mercy Adult Primary Care Office  
*It's Simple & Easy!***

Once established with a Mercy Primary Care Physician, simply call their office and you will have access to Mercy's 24/7 on-demand clinical care team that will provide you with real-time guidance and support for your condition.

- *When you call your Mercy Primary Care Office **during** business hours, a full primary team will address your questions and concerns.*
- *When you call your Mercy Primary Care Office **after** business hours, Mercy On Call will be there for you with registered nurses, advanced practitioners & an emergency medicine physician to help determine your best option for care.*

***“I think I need to get this checked out, but where should I go?”***

**When you have a medical question or concern and aren't sure where to seek treatment, ask the experts at Mercy On Call.**

Should you hurry to urgent care or the ER, or are there effective self-care treatments you can try at home? You might need to schedule a visit with your doctor, or perhaps a virtual visit is the right option. Simply call your Mercy Primary Care Physician's office day or night and get the answers you need!

**Our on-demand care team is available to Mercy Adult Primary Care patients 24/7.**

After business hours, Mercy On Call is staffed by Mercy clinicians (nurses and providers) who can answer your questions and connect you to your best care options. Mercy On Call will direct you to the appropriate provider, saving you time and preventing unnecessary medical expenses.

**Choose the correct level of care for your situation and get the answers you need, day or night, with Mercy On Call.**

**For your convenience, call your Mercy Clinic Primary Care location after hours to reach our Mercy On Call line.**