



-  Better Care
-  Better Health
-  Lower Costs

Nurse Concierge

QUALITY HEALTHCARE IS JUST A PHONE CALL AWAY

A nurse concierge service is just one perk of membership in Memorial Choice and your employer-provided health plan.

ONE CALL FOR ALL YOUR NEEDS

Calling a physician's office can be a hassle—especially when you end up on hold.

The nurse concierge service is a free, one-stop resource for all your healthcare needs at Memorial Health—we can schedule appointments, answer questions or assist your doctor in coordinating referrals. Because the nurse concierge only serves Memorial Choice members, you'll find the help you need faster.

Appointment scheduling is available only to members who have a Memorial Care provider. If you do not currently have a Memorial Care provider, the nurse concierge can help you transfer your care.

FIND THE LEVEL OF CARE RIGHT FOR YOU

If you are unsure, the nurse concierge can tell you if primary care, urgent care, virtual care or a visit to the Emergency Department is the best option. He or she can also schedule an appointment with your primary care physician, if appropriate, or help you access virtual care or urgent care.

Memorial Choice members are guaranteed same-day appointments with a Memorial provider when they call the nurse concierge Monday through Friday.



Monday through Friday | 7 a.m. to 7 p.m.
Saturday | 8 a.m. to 5 p.m.



217-862-0669 (ONOW)