

What if I Have an Emergency? Or Dunham is Closed and I Don't Feel Well?

If you have an emergency, "a sudden illness or injury that if not treated immediately could result in death, long-term impairment or serious jeopardy to your health," call 911 or go to an Emergency Room! You do not need to call your PCM before receiving emergency care. In all emergency situations where you go to an ER, notify your PCM as soon as possible to coordinate ongoing care.

The Nurse Advice Line is available 24 hours a day, 7 days a week, by calling 1-800-TRICARE (874-2273), and selecting option 1.

Nurse Advice Line nurses ask a series of questions about a caller's specific concerns to advise when and how to seek care for an urgent problem or give instruction on self-care at home. For pediatric issues, the NAL will route the beneficiary to a pediatric nurse. If follow-up is necessary or requested, the NAL will call the beneficiary back to check the child's status a few hours later. The NAL will make same-day appointments with the beneficiary's primary care manager (PCM) for TRICARE Prime beneficiaries who are enrolled to Military Treatment Facilities (MTFs). If a same day appointment is not available, the NAL will re-direct the beneficiary to the closest urgent care center, and advise the PCM that an urgent care referral is needed so the patient does not have to worry about paying any point of service co-pays.

All Better Care
1175 Walnut
Bottom Road, Carlisle PA
(717) 258-9355

All Better Care
6481 Carlisle Pike
Mechanicsburg, PA
717-796-9355
Mon - Fri: 8 a.m. to 8 p.m.
Sat: 10:00 a.m. to 5 p.m.
Sun: Noon to 5 p.m.

Aspire Urgent Care
49 Prince
Harrisburg, PA
717-901-3440
Mon - Fri: 8 a.m. to 6 p.m.
Sat, Sun: 1 p.m. to 7 p.m.

Carlisle Family Health Center
1211 Forge Road, Suite 300
Carlisle, PA
717-218-3920
Mon - Fri: 9 a.m. to 8 p.m.
Sat, Sun: Noon to 8 p.m.

Concentra-East
4400 Lewis Rd, Suite G & H
Harrisburg, PA

717-558-6708
Mon - Fri: 7 a.m. to 6 p.m.

Concentra-West
4910 Ritter Road
Mechanicsburg, PA
717-795-1819
Mon - Fri: 8 p.m. to 5 p.m.

Orthopedic Institute After Hours Clinic
3399 Trindle Road
Camp Hill, PA
717-756-6739
Mon - Fri: 5:30 p.m. to 8 p.m.
(orthopedic injuries only)

East York Wellspan Ready Care
2250 E. Market Street
York, PA
717-851-1566
Mon - Fri: 11 a.m. to 9 p.m.
Sat, Sun: 9 a.m. to 6 p.m.
Closed: Thanksgiving & Christmas

Edgar Square Wellspan Ready Care
1101 S. Edgar Street
York, PA
717-851-1566
Mon - Fri: 11 a.m. to 9 p.m.
Sat, Sun: 9 a.m. to 6 p.m.
Closed: Thanksgiving & Christmas

Patient First - Mechanicsburg
107 South Sporting Hill Road
Mechanicsburg, PA 17050
717-943-1781
Everyday: 8 a.m. to 10 p.m.

Shippensburg Family Practice Walk-In Care
46 Walnut Bottom Rd
Shippensburg, PA
717-530-5117
Mon - Fri: 9 a.m. to 8 p.m.
Sat, Sun: 1 p.m. to 5 p.m.

Wellspan Ready Care
40 V-Twin Drive
Gettysburg, PA

717-339-2875

Mon - Fri: 8 a.m. to 7 p.m.

Sat: 9 a.m. to 2 p.m.

The Nurse Advice Line is available to beneficiaries for minor illnesses and injuries when Dunham is closed. The Nurse Advice Line, available at no cost to beneficiaries, helps callers make informed decisions about self-care at home or when to see a health care provider.