

HIGH MARK BLUE CROSS / BLUE SHEILD BLUES ON CALL

What is Blues On Call?

It is a free triage service that is offered with your St Mary's Medical Plan. You just dial 1-888-258-3428.

Who answers the calls?

The calls are answered by Registered Nurses that are employed by Highmark BC BS and it is a CONFIDENTIAL HELP LINE.

When are they available?

The RN service is available 24 hours a day 7 days a week. They are closed on Christmas and Easter.

Why would I call Blues On Call?

If you or your family member is ill and you are unsure what level of care to access for your illness, they can help you decide such things as:

“Do I need to go the Emergency Department? “

“Can I be treated at the Urgent Care?”

“Do you think I should see my Primary Care Physician?”

“How should I treat a fever? “

“I have a new medication and I have questions about it.”

“I have a new diagnosis and I have questions about the disease”