

After Hours Care - Medical

The Oneida Community Health Center's triage staff is available from: 8:00 am - 4:30 pm Monday – Friday with the exception of Oneida Tribal holidays.

To access service during the times the Triage staff is not available, call the Health Center's main phone number (920-869-2711 or 1-866-869-2711).

- The Health Center's answering service will answer the calls, take information and contact the on-call Nurse.
***NOTE:** If you do not receive a call back within a half hour, please call back.*
- Once the on-call Nurse receives the notice they will call you back.
***NOTE:** The on-call Nurse is at home and has no computer access so therefore has no access to your records.*
- They will discuss your concerns and determine what the next steps will be.
***NOTE:** The on-call Nurse does not determine Purchased/Referred Care (PRC) eligibility. For example: if the on-call Nurse recommends that you go to the emergency room (ER) to be seen, this does not guarantee that the Health Center will pay for that visit through PRC.*

NOTICE:

If this is an EMERGENCY, DO NOT wait for the on-call Nurse to call back, dial 911.

- *See the Purchased/Referred Care webpage (<https://oneida-nsn.gov/PRC/>) for PRC eligibility and PRC After-hour process.*