




**Kern Family
Health Care**
The Friendly Face
Of Kern Health Systems



Advice Nurse Line

Health Information Library



Bakersfield area: **661-632-1590**

OUTSIDE of
Bakersfield: **1-800-391-2000**

◆

What do you do when you have a question about your health?

Call Kern Family Health Care's Advice Nurse Line and speak to a Registered Nurse.

Kern Family Health Care members can call and speak to a Registered Nurse to help you decide what to do when you or a family member is sick or hurt. Our advice nurses are available 24 hours a day to answer health care questions when your doctor is not available.

Call Kern Family Health Care's Health Information Library and listen to recorded information on health topics.

Kern Family Health Care members can call the Health Information Library 24 hours a day to listen to recorded messages on hundreds of health topics. You can also learn more about health topics by logging on to: kernfamilyhealthcare.com and going to the Member/Member Resources/Advice Nurse Line page of our website.

When Can I Call?

The Kern Family Health Care Advice Nurse Line and Health Information Library are available 24 hours a day.

Talk to a nurse
anytime,
day or night.

Hable con una
enfermera
a cualquier hora,
día o noche.



Bakersfield area:
(En Bakersfield)

661-632-1590

**OUTSIDE of
Bakersfield:**
(Fuera de Bakersfield)

1-800-391-2000



**Kern Family
Health Care**

The Friendly Face

Of Kern Health Systems

kernfamilyhealthcare.com



How do I access the Advice Nurse Line or Health Information Library?



Follow these simple steps to either speak to a Registered Nurse or to access the Health Information Library.

Call 661-632-1590 (Bakersfield) or
1-800-391-2000 (outside of Bakersfield)



Press "1" for English or "2" for Spanish



Press "1" if you have a medical problem and need to speak to a nurse OR if you would like to access the Kern Family Health Care Health Information Library



A Customer Care Professional can transfer you to a Registered Nurse or you can ask to be transferred to the Health Information Library.

Use the codes in this booklet to pick a topic you would like to learn more about

Enter the 4 digit topic code of the message you want to hear and listen to the topic





ALLERGIES

Allergic Reaction 2338
Allergies 1000
Drug Allergies 2770
Food Allergies 1002
Should I Take Allergy Shots for Allergic
Rhinitis and Allergic Asthma 1007

ASTHMA

Asthma in Teens and Adults 1981

BLOOD AND LYMPH

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Arthroscopy 2162
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Fibromyalgia 1038
Gout 1039
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Juvenile Rheumatoid Arthritis 1031
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Lupus 1033
Muscle Cramps and Leg Pain 2106
Neck Pain 1457
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Osteoporosis 1032
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BONES, JOINTS AND MUSCLES

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Bulimia Nervosa	2053
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CT Scan of the Body	1536
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Diabetic Neuropathy	1515
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Electromyography and Nerve Conduction Studies	1539
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Herniated Disc	1463
Insomnia	2400
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BRAIN AND NERVES Continued..

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Cancer Pain	1105
Care at the End of Life	2245
Colon Polyps	1110
Colorectal Cancer	1113
Hospice Care	2240
Lung Cancer	1124
Ovarian Cancer	1111
Prostate Cancer	1128
Prostate-Specific Antigen Test	1545
Skin Cancer, Melanoma	1129
Skin Cancer, Nonmelanoma	1130
Women's Cancers	1120

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Attention Deficit Hyperactivity Disorder .	1250
Bed-Wetting	1251
Chickenpox	1254
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Childhood Rashes	1278
Domestic Violence	1230
Ear Infections	1264
Ear Tubes	2165
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Immunizations	1279
Impetigo	1272
Juvenile Rheumatoid Arthritis	1031
Measles or Rubeola	1274
Mumps	1275



CHILDREN'S HEALTH Continued...

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Rubella, or German Measles 1284

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Temper Tantrums 1247

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Type 2 Diabetes: Living with
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Barium Enema 1540

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Multiple Pregnancy: Twins or More	1211
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Boils	2332
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Calluses and Corns	1781
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SKIN, HAIR AND NAILS *Continued...*

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Food Allergies	1002
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Insect and Spider Bites and Stings	1751
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Newborn Rashes and Skin Conditions	1261
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Skin Cancer, Nonmelanoma	1130
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Magnetic Resonance Imaging	1542
Prostate Cancer	1128
Prostate-Specific Antigen Test	1545
Sexually Transmitted Infections	1848
Syphilis	2311
Transurethral Resection of the Prostate ..	2167
Urinary Incontinence in Women	2257
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WOMEN'S HEALTH

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Bottle-Feeding	2753
Breast Biopsy	1531
Cesarean Section	2720
Chlamydia	2307
Complications After Delivery	2752
Danger Signs During Pregnancy	2704
Diet During Pregnancy	2708
Dilation and Curettage	2156
Domestic Violence	1230
Dysfunctional Uterine Bleeding	2675
Endometriosis	2672
Episiotomy	2157
Exercise During Pregnancy	2709
Functional Ovarian Cysts	2677
Genital Herpes	2308
Genital Warts	2309
Gestational Diabetes	1504
Gonorrhea	2310
Home Pregnancy Tests	2701
Hormone Therapy	2651
How to Have a Healthy Baby	2700
Hysterectomy	2674
Infertility	2033
Labor, Delivery, and Postpartum Period	2754
Mammogram	1107
Mastitis While Breast-Feeding	2755
Menopause and Perimenopause	2650



WOMEN'S HEALTH *Continued...*

Menstrual Cramps	2678
Miscarriage	2717
Missed or Irregular Periods	2670
Multiple Pregnancy: Twins or More	1211
Osteoporosis	1032
Ovarian Cancer	1111
Pelvic Exam and Pap Test	1544
Pelvic Inflammatory Disease	2312
Pelvic Organ Prolapse	2723
Polycystic Ovary Syndrome	1112
Postpartum Depression	2750
Precautions During Pregnancy	2426
Pregnancy	2705
Premenstrual Syndrome	2724
Rh Sensitization During Pregnancy	2756
Rubella and Pregnancy	2710
Sexual Problems in Women	2039
Sexually Transmitted Infections	1848
Stretch Marks from Pregnancy	2719
Symptoms and Stages of Labor	2707
Symptoms and Stages of Pregnancy	2706
Syphilis	2311
Toxic Shock Syndrome	2680
Trichomoniasis	2315
Tubal Ligation and Tubal Implants	2172
Uterine Fibroids	2673
Vaginal Yeast Infections	2643
Women's Cancers	1120



No prior authorization required for Urgent Care services

When you need urgent care services (i.e. you need to be seen within 48 hours), it is important to call your Primary Care Provider (PCP) first to see if there is an available appointment or to get medical advice. You can also call the KFHC Advice Nurse Line at 661-632-1590 (Bakersfield) or 1-800-391-2000 (Outside of Bakersfield) to get medical advice. If your PCP does not have an available appointment within the next 48 hours and you have an urgent medical concern, please go to the nearest contracted urgent care. Please see below for a list of contracted urgent care facilities.

KFHC Contracted Urgent Care Centers:

Bakersfield:

BFMC Urgent Care
4580 California Avenue, 93309
661-327-4411

Monday – Sunday, 8:00 a.m. - 9:00 p.m.

Northeast Walk-in Clinic
2601 Oswell Street, Ste. 101, 93306
661-616-5810

Monday/Wednesday/Friday,
5:30 p.m. - 9 p.m.

Pedi Center
9900 Stockdale Highway, Ste. 105, 93311
661-410-9500
Monday – Sunday, 9:00 a.m - 9:00 p.m.

Professional Urgent Care
901 Olive Drive, 93308
661-215-7551
Monday – Sunday, 8:00 a.m. - 12:00 a.m.

Vernon C. Sorenson, MD, A.P.C.
3838 San Dimas Street, Ste. B-100, 93301
661-326-0088
Monday – Sunday, 7:00 a.m - 7:00 p.m.

Delano:

Delano Prompt Care Clinic
1201 Jefferson Street, 93215
661-725-2579
Monday – Friday, 5 p.m. - 10 p.m.
Saturday – Sunday, 9 a.m. - 6 p.m.

Taft:

West Side Urgent Care
100 East North Street, 93268
661-765-1935
Monday – Friday, 12:00 p.m. - 9:00 p.m.
Saturday/Sunday 10:00 a.m. - 9:00 p.m.



Choosing the right kind of care

You should go to the Urgent Care (if your PCP does not have an available appointment) if you have:

- Sprains and strains
- Sore throats, coughs, colds or the flu
- Ear infections
- Sinus infections
- Allergy flare-ups
- Mild asthma
- Animal bites
- Insect bites
- Minor broken bones, such as a finger
- Skin rashes
- Minor cuts that may need stitches
- Nausea

You should go to the Emergency Department (ER) if you have:

- Cuts or burns that are large or deep
- Broken bones
- Bleeding that won't stop
- Breathing problems
- Seizures
- Head injuries along with losing consciousness, not thinking clearly, a bad headache or vomiting
- Drug overdose
- Pain that is severe or that won't go away
- Trouble moving or feeling after an injury
- Sudden numbness or weakness of face, arm or leg on one side of the body
- Sudden dimness or loss of vision
- Loss of speech, trouble talking or understanding what others are saying
- Sudden severe headache with no known cause
- Unexplained dizziness, unstable walking or falling

