



**Healthcare Access for All New Mexicans**

Call 24-hours a day  
**1-877-725-2552**

### **Value to New Mexico**

- 1<sup>st</sup> state in the nation to create a web-enabled, fully integrated statewide Health Advice Line through a public and private partnership
- Over 15,000 calls per month, 48% come from outside Bernalillo County
- 38 Registered Nurses from New Mexico hired
- An average of 17% of callers uninsured (number will increase with advertisement)
- Access to Line is available to all regardless of insurance status

### **What are other benefits of this Line to our State and your County?**

- One statewide number will benefit the health of all New Mexicans by addressing medical, behavioral health and social needs
- Costly emergency room visits and hospitalizations are reduced (estimated 62% diversion)
- Recruitment and retention of rural doctors by providing after-hours relief
- Emergency preparedness assistance through syndromic surveillance of calls
- Assignment to a medical home provided through the Primary Care Dispatch™

### **How is the Line financed currently?**

- Largest contributors: State funds, NM Department of Health, Lovelace Health Plan, Presbyterian Health Plan, Presbyterian Pediatric Medical Group, Gila Regional Medical Center, Hidalgo Medical Services, Bernalillo County Commissioners, UNM Health Sciences Center, Isleta Pueblo, Coordinated Systems of Care-Community Access Program (CSC-CAPNM)

### **How can your County or Hospital support the Line for your community?**

- Each nurse costs \$75,000/year. County government and community hospitals can sharply reduce their expenses for indigent care and for ER visits by supporting all or part of a nurse's salary. We will train local the nurses in your community where they can take Nurse Advice calls from home, adding to local economic growth.

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**For more information, call Connie Fiorenzio, RN at 505-855-7744**  
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NurseAdvice<sup>SM</sup> New Mexico is a program of the Coordinated Systems of Care-Community Access Program of New Mexico (CSC-CAPNM) CAS-CAPNM is a 501c (3) not-for-profit corporation.



THE UNIVERSITY *of*  
NEW MEXICO



## **Health Extension Rural Offices (HEROs): Bringing Health Sciences to Your Community**

(A joint program of the University of New Mexico and New Mexico State University)

### **HERO Description**

HERO Agents are community health advocates who will live and work in NM communities as representatives of the UNM Health Sciences Center and NMSU Cooperative Extension. As members of the community, HEROs are created to improve health, retain local health providers and recruit and successfully train future generation of local youth in health careers. HERO Agents help their communities develop capacity to address local health needs.

### **HERO Duties**

HEROs link community health priorities with university resources in order to:

- Improve local health services and systems:
  - Facilitate access to and use of practice relief and service coverage
- Build a vigorous, local health workforce:
  - Support local activities that encourage youth to become health professionals
  - Facilitate recruitment and retention of health providers
- Strengthen the abilities of the community to address local health problems:
  - Assist communities to identify and develop solutions to address a variety of priority health issues
  - Support involvement in community-based research activities associated with local health issues

\*Note: Rent needed for HERO offices will be covered by communities or NMSU Cooperative Extension

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**UNM Health Sciences Center • Office for Community Health**

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