

**UTMB Access Center**  
**Your 24/7 Connection to Care**  
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You knew it originally as the “Health Care Hotline” and you may have heard it referred to as the “Call Center”. The new, improved version— the UTMB Access Center is now available as your 24/7 connection to health care.

Entering its 13<sup>th</sup> year of business for the University, the Access Center is positioning itself to provide first class service to UTMB employees, the communities UTMB serves and referring physicians. Averaging 800 calls a day, the UTMB Access Center meets the needs of these important groups through telephone triage, dedicated physician-to-physician phone lines, and physician referral programs.

As part of UTMB’s ongoing effort to enhance access to clinical services, the Access Center has developed the **Employee Care Service Center** to facilitate care for UTMB employees. Simply dial a single number: **772-CARE (2273)** to receive assistance with any aspect of your health care or that of a family member. The “2-CARE” team can help with everything from making an appointment to resolving a complex inpatient or outpatient service issue.

This service includes a telephone triage nurse after hours and on weekends for established UTMB patients. These nurses can help you make critical decisions involving your health care, or recommend home care advice using nationally recognized protocols.

772-CARE services will be available to UTMB employees, including retirees and students 24 hours a day, seven days a week. Please feel free to call the 2-CARE team at 2-2273 with any questions you might have...a customer service representative is standing by. Or, you can complete an online appointment form at [www.utmbhealthcare.org](http://www.utmbhealthcare.org).