



## FOR HELP AFTER HOURS

HOPE Family Health provides access to a provider 24 hours a day, 7 days a week. We always have a provider on call after hours and on weekends.

If you or someone you know needs care after HOPE's regular office hours:

- If this is an emergency, dial 911.
- Otherwise, call HOPE's main line at 615-644-2000. An answering service staff member will answer your call.
- Give the answering service staff member your name, a telephone number where you can be reached, and if possible, the reason for your call.
- If your call is for a medical or mental health situation, our answering service will contact HOPE's provider on call. The provider on call will return your call as soon as possible.
- If it is an after-hours medical emergency, the provider will review the patient's symptoms and provide instructions. Those instructions may include recommending the patient go to the nearest Emergency Room or call 911. If it is not an emergency the provider may recommend the patient be seen on the next day HOPE is open.

If you or a patient needs an interpreter, our provider will reach out to our bilingual navigator to assist with translation.

### HOPE Family Health Hours of Operations

#### **Sumner campus:**

1124 New Hwy. 52 West  
Westmoreland, TN 37186  
Monday-Wednesday: 8am-5pm  
Thursday: 8am-7pm  
Friday: 8am-4pm

#### **Westside campus:**

10427 New Hwy. 52 East  
Westmoreland, TN 37186  
Monday-Thursday: 8am-5pm  
Friday: Closed