
24/7 Helpline

The Alzheimer's Association® 24/7 Helpline (800.272.3900) is available around the clock, 365 days a year. Through this free service, specialists and master's-level clinicians offer confidential support and information to people living with dementia, caregivers, families and the public.

A recent study found that people who make even a single call to the 24/7 Helpline experience improved mental health and are better able to manage emotions, access resources and engage in action planning.

Contact the Helpline day or night to:

- Speak confidentially with master's-level care consultants who can offer support, answer questions, help in a crisis, and provide information on issues people face every day.
- Learn about the symptoms of Alzheimer's and other dementia, such as vascular dementia, Lewy body dementia and mixed dementia.
- Find out about local programs and services.
- Get general information about legal, financial and care decisions, as well as treatment options.
- Receive help in your preferred language through our bilingual staff or interpreter service, which is offered in more than 200 languages.
- Dial 711 to connect with a TRS operator.

Our professional staff has the knowledge to address a variety of topics:

- Memory loss, dementia and Alzheimer's disease.
- Treatment options.
- Safety issues.
- Tips for providing quality care.
- Recommendations for finding quality care providers.
- Strategies to reduce caregiver stress.
- Legal and financial documents for future care.
- Aging and brain health.
- Referrals to local community programs and services.

A model of collaboration

The 24/7 Helpline provides nationwide service while delivering personalized response and local follow-up. An online knowledge bank and community resource database helps staff respond quickly and accurately to calls, providing disease information, caregiver education and local resources across the country.

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