

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.

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

The Alzheimer's Association 24/7 Helpline is supported in part by grant number 90ADCC0001-01-00 from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C., 20201. Grantees undertaking projects with government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official ACL policy.

TS-0104 | Updated July 2023