

Alzheimer's Association 24/7 Helpline

When you have questions about Alzheimer's disease, caregiving or brain health, the Alzheimer's Association 24/7 Helpline has the answers. Staffed around-the-clock by professionals who understand the disease and its impact, our 24/7 Helpline connects callers to information and support whenever they need it. Our toll-free number is 1.800.272.3900.

Professional and compassionate staff offers:

- Confidential care consultation from professional clinicians who can help with decision-making support, crisis assistance and education on issues families face every day.
- Referrals to local community programs, services and ongoing support.
- Assistance in a caller's preferred language. We can respond to inquiries in 140 languages using our bilingual staff and a language translation service.

The knowledge to address a variety of topics:

- Memory loss, dementia and Alzheimer's disease
- Medication and treatment options
- Safety issues and services, including enrollment in MedicAlert® + Alzheimer's Association Safe Return®
- Skills needed to provide quality care and to find the best care from health care professionals
- Strategies to reduce caregiving stress
- Legal, financial and housing options
- Alzheimer research in the news
- Brain health information

A model of collaboration

The 24/7 Helpline is a partnership between the Alzheimer's Association national office and participating local Alzheimer's Association chapters across the country.

- Callers are linked directly to trained staff in participating local chapters during their regular office hours. During evening and weekend hours, national office helpline staff responds to callers.
- This shared response assures 24/7 nationwide service while providing local personalized response and follow up.
- Staff at our national office and in our chapters complete rigorous training that enable us to provide consistent service and information to callers.
- An Internet-based knowledge bank helps staff respond quickly and accurately to calls.

Dedicated to quality service

- We regularly monitor and analyze service levels to improve staff performance and implement change in procedures.
- We conduct semi-annual caller surveys to measure caller satisfaction and identify needs for new publications and services.

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The Alzheimer's Association is the leading voluntary health organization in Alzheimer care, support and research.

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