

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 the disease, caregivers, families and the public.

Contact the Helpline day or night to:

- Speak confidentially with master's-level care consultants for decision-making support, crisis assistance and education on issues families face every day.
- Learn about the symptoms of Alzheimer's and other dementias.
- Find out about local programs and services.
- Get general information about legal, financial and care decisions, as well as treatment options for managing symptoms.
- Receive help in your preferred language through our bilingual staff or translation service, which accommodates more than 200 languages.
- Access support through our TTY service (TTY: 866.403.3073) if assistance is required via a teletype device.

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

- Memory loss, dementia and Alzheimer's disease.
- Medication and treatment options that may help with cognitive and behavioral symptoms for a time.
- Safety issues and services, including MedicAlert® + Alzheimer's Association Safe Return®.
- 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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