

Provider Information

BF - Breastfeeding

BF-HELP HELP LINE

OUTCOME: The patient/family will understand how to access and benefit from a breastfeeding help line.

STANDARDS:

1. Explain that a breastfeeding help line may assist in answering questions regarding breastfeeding and dealing with immediate issues.
2. Provide the help line phone number and hours of operation.
3. Explain how the help line works and what can be expected from calling and/or participating in the services.

Highlights for Breastfeeding Helpline

Provide information on available and culturally specific breastfeeding support services without ties to commercial interests.

The National Breastfeeding Helpline from the Office on Women's Health has trained breastfeeding peer counselors to provide support by phone. The counselors can help answer common breastfeeding questions. They can also help you the caller to decide if you need to see a doctor or lactation consultant. The Helpline is available for all breastfeeding mothers, partners, prospective parents, family members, and health professionals seeking to learn more about breastfeeding. The call is toll free: **1-800-994-9662**

The Helpline is an information and referral service only. They cannot provide a medical diagnosis or answer medical questions. All medical questions should be directed to a doctor or nurse.

The Helpline is open from Monday through Friday, from 9 a.m. to 6 p.m., EST. If you call after hours, you will be able to leave a message, and a breastfeeding peer counselor will return your call on the next business day.

Click here for a Patient Education Handout for the mother on [Breastfeeding Helplines](#).

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