

# Your guide to Make the right call



CaroMont Health

When you're sick, it's sometimes hard to know who to call. Your Primary Care Provider is usually your best choice, but what if you need to go straight to the Emergency Department? Talk with your doctor before an emergency happens, using this chart as a guide for what to do in case of an emergency.

Contact your doctor's office first, even after regular office hours. There is always a doctor on call who can help steer you in the right direction.



## When do I call my Primary Care Provider (PCP)?

Your doctor treats a wide variety of mild to moderate injuries, illnesses and conditions during regular office hours, including:

- Allergic reactions, infections, rashes and bumps
- Burns, sprains and cuts
- Fever, flu and colds
- Diarrhea, vomiting, dehydration and indigestion
- Earaches, sore throats, strep throat, sinus and ear infections
- Chronic conditions, including high blood pressure, diabetes, COPD, arthritis, anxiety and depression



## When do I visit an Urgent Care Center?

Urgent Care centers are a good option when your doctor's office is closed or you are unable to get a same-day appointment. Contact your doctor if you have questions before you go. Some injuries and illnesses treated at Urgent Care centers include:

- Diarrhea, vomiting, rashes, strep throat and infections
- Respiratory conditions including minor asthma and COPD
- Fractures and injuries to arms, legs, fingers and toes
- May offer x-ray and wound management care

Visit [caromonthealth.org](http://caromonthealth.org) for Urgent Care locations.



## Emergency Department - Call 911!

Call 911 or visit the nearest emergency department if you experience any of the following:

**Heart Attack** - Symptoms include chest tightness or pressure and/or pain in the chest, neck, jaw, arms or back and can differ in men and women. Men may experience shortness of breath, unusual fatigue, cold sweat and dizziness. Women may experience unusual fatigue, sleep disturbances, indigestion and anxiety.

**Stroke** - If you suspect that you or a loved one may be having a stroke, call 911 IMMEDIATELY! Symptoms come on suddenly and include numbness or weakness of the face, arm or leg, especially on one side of the body, confusion, trouble speaking or understanding speech, or trouble seeing in one or both eyes, trouble walking, dizziness or loss of balance and coordination.

**Poisoning** - Call 911 if there is a loss of consciousness. For suspected poisoning, call the 24/7 poison control center first at 1.800.222.1222 and ask for immediate home treatment. They will instruct you on what to do - some poison should be vomited and others should be diluted. You can also visit [www.ncpoisoncenter.org](http://www.ncpoisoncenter.org) for more information.

**Trauma** - Serious accidents or injuries should be seen in an emergency setting. Call 911 or visit the nearest emergency department for bleeding that does not stop after ten minutes of direct pressure, sudden and/or severe pain, and major injuries, such as head trauma, severe allergic reactions to insect bites or stings, or severe and/or persistent vomiting.

***Fevers above 105°F should always be treated in the emergency department.***

---

Be sure to let your doctor know anytime you've visited another doctor, urgent care or hospital.

My Doctor is: