

## Urgent Visit Quick Card

**Urgent Visits are scheduled to assist patients with an illness or injury that does not appear to be life –threatening, but also can't wait until the next day, such as:**

- Eye irritation and redness
- Fever or Flu
- Vomiting, Diarrhea
- Severe sore throat, cough or cold symptoms
- Ear Infections
- Skin rashes and infections
- Urinary tract infections
- Yeast infections

**Complex symptoms and life threatening conditions should be *immediately triaged* by a Medical Assistant to appropriately instruct the patient. Keep the patient on the phone until a medical assistant can triage conditions and symptoms such as:**

- Abdominal Pain
- Blood Clots
- Chest Pain
- Difficulty breathing
- Convulsions, seizures or loss of consciousness
- Fever in newborn (less than 3 months old)
- Knife wounds or gunshot wounds
- Burns
- Dehydration
- Poisoning
- Pregnancy-related problems
- (Signs of)Stroke (e.g. loss of vision, sudden numbness, weakness, slurred speech, or confusion)
- Bleeding/Cuts
- Head, neck or back injury
- Broken bones and fractures
- Accidents and falls
- Sprains and strains
- Suicidal or homicidal feelings –DO NOT LET THEM OFF THE PHONE. ALERT AN MA WHO WILL THEN ALERT AN AVAILABLE PROVIDER. PROVIDERS MUST TRIAGE THESE CALLS.

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