

EMERGENCY ROOM USE

DECISION SUPPORT GUIDE FOR PATIENTS / FAMILIES


Feeling ill?
 What are your signs / symptoms?
 

Emergent Conditions Signs & Symptoms

- Chest Pain
- Shortness of breath or wheezing
- Face, arm or leg weakness or numbness
- Slurred speech
- Mental confusion
- Sudden loss of consciousness
- Severe head or eye injury
- Severe headache
- Bleeding that will not stop
- Bleeding with pregnancy
- Severe abdominal pain
- Vomiting or passing blood
- Low or high blood sugar if taking insulin
- Motor vehicle accident
- Possible broken bone
- High fever (102.8°F or above)
- Poisoning (Call Poison Control 800-222-1222)
- Severe allergic reaction


Call 911
or

Go to your nearest Emergency Room



Urgent / Non-emergent Conditions Signs & Symptoms

- Back pain, joint pain, or sprain/strain
- Mild headache, lightheadedness or dizziness
- Malaise or fatigue
- Cough, sore throat or ear ache
- Asthma or bronchitis symptoms
- Allergies, cold or flu symptoms
- Sinus pain or infection
- High blood pressure
- High or low blood sugar if not on insulin
- Fever (100.4°F or higher)
- Nausea, vomiting or diarrhea
- Constipation, gastritis, abdominal pain
- Urinary tract or bladder infection
- Staple removal or dressing change
- Cuts, abrasions or minor burns
- Conjunctivitis or pink eye
- Cellulitis, skin infection, tick or insect bites
- Rash or sun burn


1 Call your PCP / On Call Provider first

Our providers are on call for you 24/7
Call your provider's office

2 Go to our Commonwealth Extended Care office

Glenside Drive, Richmond, VA 23226
Phone: 804-285-7425

3 Go to urgent care center near you
(7 Days/week, Usual hours 8 AM-10 PM)

4 Call Dispatch Health (7 days/week, 9AM-9PM)

If you are unable to travel, they come to you
Phone: 804-495-0053

5 If none of the above options are available to you, then go to Emergency Center