

KNOW WHERE TO GO



SYMPTOM	PRIMARY CARE	IMMEDIATE CARE	VIRTUAL VISIT	EMERGENCY ROOM
ALLERGIC REACTION THAT CAUSES DIFFICULTY SWALLOWING		CALL 911		✓
CHEST PAIN (SEVERE)		CALL 911		✓
NUMBNESS IN ARM OR LEG, DIFFICULTY SPEAKING, FACE DROOPING		CALL 911		✓
ANIMAL OR INSECT BITES - For bat, snake, or serious animal bites, go to the ER.	✓	✓		
ASTHMA ATTACK - If shortness of breath, go to the ER or call 911.	✓	✓		
BACK PAIN - If loss of feeling in limbs, bladder, or bowel, go to the ER.	✓	✓		
MENTAL HEALTH CRISIS - Suicide hotline: Call 988				✓
BROKEN BONE - If skin is punctured, go to the ER or call 911.	✓	✓		
BURNS - Call your PCP or go to the ER.	✓	✓		
CONCUSSION - If loss of consciousness, go to the ER.	✓	✓		
COUGHING BLOOD - Call your PCP or go to the ER.	✓			
COUGHS	✓	✓	✓	
CUTS - If uncontrolled bleeding, go to the ER.	✓	✓		
DENTAL PAIN	✓	✓	✓	
DIARRHEA	✓	✓		
DIZZINESS	✓			✓
EAR PAIN	✓	✓		
EYE INJURIES	✓	✓		
FEVER - Infant under 12 months or adult with fever of 105+ degrees, go to the ER.	✓	✓	✓	
HEADACHE - If worst headache ever, go to the ER.	✓	✓		
NAUSEA OR UPSET STOMACH	✓	✓		
RASHES	✓	✓	✓	
SEXUALLY TRANSMITTED INFECTION (STI)	✓	✓	✓	
SINUS PAIN	✓	✓	✓	
SORE THROAT - If child, go to PCP or Immediate Care.	✓	✓	✓	
SPRAINED ANKLE	✓	✓		
URINARY TRACT/BLADDER INFECTIONS	✓	✓	✓	
VOMITING - If vomiting blood, go to the ER.	✓	✓		

This guide is intended for general informational purposes and is not a substitute for medical advice. If you are experiencing a medical emergency, call 911 or go to the nearest emergency department.

Need a Primary Care Provider? Visit SNHHealth.org/HealthMatch.
Check Immediate Care wait times and schedule your arrival at SNHHealth.org/Immediate-Care

Southern
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Health

