

Alphabetical Index

After Hours Telehealth Triage Guidelines | Adult | 2025

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911 Symptoms

A

Abdomen Bloating and Swelling

Abdominal Injury

Abdominal Pain - Female

Abdominal Pain - Male

Abdominal Pain - Menstrual Cramps

Abdominal Pain - Upper

Abortion - Medication Induced Follow-up Call

Abortion - Spontaneous Miscarriage Follow-up Call

Abortion - Surgical Procedure Follow-up Call

Abortion - Threatened Miscarriage Follow-up Call

Accidental Exposure to Recreational (Street) Drug

Acne

Alcohol Use and Problems

Allergic Reactions - Guideline Selection

Altitude Sickness

Anaphylaxis

Animal Bite

Animal Bite on Antibiotic Follow-up Call

Ankle Injury

Ankle Pain

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Anxiety and Panic Attack

Arm Injury

Arm Pain

Arm Swelling and Edema

Asthma Attack

Athlete's Foot

Avian Influenza (Bird Flu) Exposure

B

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Back Pain

Bed Bug Bite

Bee or Yellow Jacket Sting

Bipolar Disorder (Manic Depression)

Blister - Foot and Hand

Blood and Body Fluid Exposure

Blood Pressure - High

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Bluish Skin or Body Part (Cyanosis)

Body Piercing Symptoms and Questions

Boil (Skin Abscess)

Boil (Skin Abscess) on Treatment Follow-up Call

Breast Symptoms

Breathing Difficulty

Bruises

Burns - Chemical

Burns - Electrical

Burns - Thermal

C

Cancer - Breathing Difficulty

Cancer - Constipation

Cancer - Diarrhea

Cancer - Fever

Cancer - Mouth Symptoms

Cancer - Nausea and Vomiting

Cancer - Skin Symptoms and Questions

Carbon Monoxide Exposure

Cast Symptoms and Questions

Caterpillar Sting

Cellulitis on Antibiotic Follow-up Call

Central Venous Catheter - Port Symptoms and Questions

Chest Injury

Chest Injury - Bending, Lifting, or Twisting

Chest Pain

Chickenpox Diagnosed or Suspected

Chickenpox Exposure

Choking - Inhaled Foreign Body

Cold Exposure (Hypothermia)

Cold Sores (Fever Blisters)

Colonoscopy Symptoms and Questions

Coma

Common Cold

Concussion (mTBI) Less Than 14 Days Ago Follow-up Call

Confusion - Delirium

Constipation

Contraception - Birth Control Pills - Combined

Contraception - Birth Control Pills - Progestin-Only Pills (POPs)

Contraception - Birth Control Shot Symptoms and Questions

Contraception - Emergency

Contraception - Implant Symptoms and Questions

Contraception - IUD Symptoms and Questions

Contraception - Transdermal Patch

Contraception - Vaginal Ring

COPD Oxygen Monitoring and Hypoxia

COPD Post-Hospitalization Follow-up Call

Cough - Acute Non-Productive

Cough - Acute Productive

Cough - Chronic

Coughing Up Blood

COVID-19 - Diagnosed or Suspected

COVID-19 - Exposure

COVID-19 - Persisting Symptoms Follow-up Call

COVID-19 - Vaccine Questions and Reactions

Cracked or Dry Skin

Cuts and Lacerations

D

Dementia Symptoms and Questions

Dental Procedure Antibiotic Prophylaxis

Depression

Diabetes - Foot Problems and Questions

Diabetes - High Blood Sugar

Diabetes - Low Blood Sugar

Diarrhea	Falls and Falling	HIV Exposure
Diarrhea on Antibiotics	Feeding Tube Symptoms and Questions	Hives
Difficult Call	Fever	Hoarseness
Dizziness - Lightheadedness	Finger Injury	Home Health - Equipment or Supply Request
Dizziness - Vertigo	Finger Pain	Homicidal Threats or Attempts
Domestic Violence	Fingernail Infection	Hospice - Agitation
Drowning and Submersion Event	Fire Ant Sting	Hospice - Anxiety and Panic Attack
E	Flank Pain	Hospice - Breathing Difficulty
Ear - Congestion	Foot Injury	Hospice - Caregiver Need for Support or Respite
Ear - Discharge	Foot Pain	Hospice - Confusion and Delirium
Ear - Foreign Body	Frostbite	Hospice - Constipation
Ear - Otitis Externa Follow-up Call	G	Hospice - Death
Ear - Otitis Media Follow-up Call	Genital Injury - Female	Hospice - Death Imminent or Dying Symptoms
Ear - Swimmer's	Genital Injury - Male	Hospice - Diarrhea
Ear Injury	GI Multiple Symptoms - Guideline Selection	Hospice - Equipment or Supply Request
Ear Piercing Symptoms and Questions	Groin Injury and Strain	Hospice - Falls and Falling
Earache	H	Hospice - Fever
Earwax	Hair Loss	Hospice - Insomnia
Eating Disorders Symptoms and Questions	Hallucinations	Hospice - Medication Question or Refill Call
Ebola Exposure	Hallucinogenic Mushrooms - Use and Problems	Hospice - Nausea and Vomiting
E-Cigarettes and Vaping Symptoms and Questions	Hand Foot and Mouth Disease - Diagnosed or Suspected	Hospice - No Guideline Available
Elbow Injury	Hand Injury	Hospice - Oral Intake Decreased
Elbow Pain	Hand Pain	Hospice - Pain
Elbow Swelling	Hand Swelling	Hospice - Seizure
Elder or Vulnerable Adult Abuse	Head Injury	Hospice - Skin Breakdown and Pressure Sores
Electric Shock or Lightning Injury	Head Lice	Hospice - Swallowing Difficulty
Endoscopy (Upper GI) Symptoms and Questions	Headache	Hospice - Urinary Catheter (e.g., Foley) Symptoms and Questions
Eye - Allergy	Hearing Loss or Change	Hospice - Urinary Symptoms
Eye - Chemical In	Heart Attack Post-Hospitalization Follow-up Call	Hospice - Weakness (Generalized) and Fatigue
Eye - Foreign Body	Heart Failure on Treatment Follow-up Call	Human Bite
Eye - Pus or Discharge	Heart Failure Post-Hospitalization Follow-up Call	I
Eye - Redness	Heart Rate and Heartbeat Questions	ICD and Pacemaker Symptoms and Questions
Eye Injury	Heat Exposure (Heat Exhaustion and Heat Stroke)	Immunization Reactions
Eye Pain and Other Symptoms	Hepatitis A Exposure	Impetigo (Infected Sore)
Eyelid Swelling	Hernia	Infection Exposure Questions
Eyelid Twitch or Spasm	Hiccups	Infection on Antibiotic Follow-up Call
F	Hip Injury	Influenza (Flu) Exposure
Face Injury	Hip Pain	Influenza (Flu) Follow-up Call
Face Pain		
Face Swelling		
Fainting		

Influenza (Flu) Suspected	Mouth Symptoms	Post-Op Total Knee Replacement Follow-up Call
Information Only Call - No Triage	Mouth Ulcers	Post-Op Wound Drains and Tubes - Symptoms and Questions
Injury - Multiple Sites - Guideline Selection	Mpox - Diagnosed or Suspected	Postpartum - Abdominal Pain
Insect Bite	Mpox - Exposure	Postpartum - Breast Pain and Engorgement
Insomnia	MRSA Exposure	Postpartum - Breastfeeding Guideline Selection
Itching - Localized	Mumps Exposure	Postpartum - Constipation
Itching - Widespread	Mumps Follow-up Call	Postpartum - C-section Incision Symptoms
IV Not Running or Running Slowly	Muscle Aches and Body Pain	Postpartum - C-section Symptoms
IV Site and Other Symptoms	Muscle Jerks - Tics - Shudders	Postpartum - Depression
J	N	Postpartum - Episiotomy or Vaginal Laceration Symptoms
Jaundice	Nasal Allergies (Hay Fever)	Postpartum - Fever
Jock Itch	Nausea	Postpartum - Headache
K	Neck Injury	Postpartum - High Blood Pressure
Kidney Stone Follow-up Call	Neck Pain or Stiffness	Postpartum - Leg Pain
Knee Injury	Needlestick	Postpartum - Leg Swelling and Edema
Knee Pain	Neurologic Deficit	Postpartum - Pale Skin
Knee Swelling	No Contact or Duplicate Contact Call	Postpartum - Urination Pain
L	No Guideline Available	Postpartum - Vaginal Bleeding and Lochia
Leech Bite	Nose - Foreign Body	Postpartum - Vision Loss or Change
Leg Injury	Nose Injury	Post-Traumatic Stress Disorder (PTSD)
Leg Pain	Nosebleed	Pregnancy - Abdomen Injury
Leg Swelling and Edema	O	Pregnancy - Abdominal Pain Greater Than 20 Weeks EGA
Lip Swelling	Opioid Use and Problems	Pregnancy - Abdominal Pain Less Than 20 Weeks EGA
Lymph Nodes - Swollen	Ostomy Symptoms and Questions	Pregnancy - Back Pain
M	Oxygen Monitoring and Hypoxia	Pregnancy - Constipation
Marijuana Use and Problems	P	Pregnancy - Decreased or Abnormal Fetal Movement
Marine Animal Stings and Bites - North America	Pale Skin	Pregnancy - Fall
Measles - Diagnosed or Suspected	PCP Call - No Triage	Pregnancy - Fever
Measles Exposure	Pelvic Pain - Female	Pregnancy - Headache
Medication Question Call	Penis and Scrotum Symptoms	Pregnancy - High Blood Pressure
Medication Refill and Renewal Call	Pinworms	Pregnancy - Infection Exposure Questions
Meningitis Exposure	Pneumonia Follow-up Call	Pregnancy - Itching
Menopause Symptoms and Questions	Pneumonia on Antibiotic Post-Hospitalization Follow-up Call	Pregnancy - Labor
Menstrual Period - Missed or Late	Poison Ivy - Oak - Sumac	Pregnancy - Labor - Preterm
MERS Exposure	Poisoning	Pregnancy - Leg Pain
Mononucleosis Follow-up Call	Post-Hospitalization Follow-up Call	Pregnancy - Leg Swelling and Edema
Mosquito Bite	Post-Op Incision Symptoms and Questions	
Motion Sickness	Post-Op Symptoms and Questions	
Motor Vehicle Accident	Post-Op Tonsil and Adenoid Surgery	
Mouth Injury	Post-Op Total Hip Replacement Follow-up Call	
Mouth Pain		

Pregnancy - Morning Sickness (Nausea and Vomiting of Pregnancy)
 Pregnancy - Pale Skin
 Pregnancy - Rectal Symptoms
 Pregnancy - Rupture of Membranes Suspected
 Pregnancy - Seizure
 Pregnancy - Urination Pain
 Pregnancy - Vaginal Bleeding Greater Than 20 Weeks EGA
 Pregnancy - Vaginal Bleeding Less Than 20 Weeks EGA
 Pregnancy - Vaginal Discharge
 Pregnancy - Vision Loss or Change
 Pregnancy - Vulvar Symptoms
 Pubic Lice
 Pubic Lice Exposure
 Puncture Wound

R

Radiation Exposure and Contamination
 Rash - Guideline Selection
 Rash - Purple Spots or Dots
 Rash - Widespread On Drugs
 Rash or Redness - Localized
 Rash or Redness - Widespread
 Recent Medical Visit for Illness Follow-up Call
 Recent Medical Visit for Injury Follow-up Call
 Rectal Bleeding
 Rectal Symptoms
 Rectum - Foreign Body
 Respiratory Multiple Symptoms - Guideline Selection
 Ring Stuck on Finger or Toe
 Ringworm

S

SARS Exposure
 Scabies Exposure
 Scabies Follow-up Call
 Schizophrenia
 Scorpion Sting - North America
 Scrapes
 Scrotum Pain
 Scrotum Swelling

Seizure
 Sexual Assault or Rape
 Shingles (Zoster)
 Shoulder Injury
 Shoulder Pain
 Sickle Cell Disease - Acute Pain Episode (Crisis)
 Sinus Infection on Antibiotic Follow-up Call
 Sinus Pain or Congestion
 Skin Foreign Body
 Skin Glue Questions
 Skin Injury
 Skin Lesion - Moles or Growths
 Skin Lump or Localized Swelling
 Skin Tear
 Smoke and Fume Inhalation
 Smoking - Tobacco Use and Problems
 Snakebite - North America
 Sore Throat
 Sores
 Spider Bite - North America
 Spinal Cord Injury - Constipation
 Spinal Cord Injury - Headache
 Spinal Cord Injury - Urinary Catheter Symptoms and Questions
 Splint Symptoms and Questions
 STI Exposure
 STI Guideline Selection
 STI Questions
 Stingray Injury
 Stools - Unusual Color
 Strep Throat Exposure
 Strep Throat Infection on Antibiotic Follow-up Call
 Strep Throat Test Follow-up Call
 Sty
 Substance Use and Problems
 Suicide Concerns
 Sunburn
 Super Glue Problems
 Suture or Staple Questions
 Swallowed Foreign Body
 Swallowing Difficulty

Sweating
 Swimmer's Itch - Lakes and Oceans

T

Tailbone Injury
 Tattoo Symptoms and Questions
 Tick Bite
 Tinnitus
 Toe Injury
 Toe Pain
 Toenail - Ingrown
 Toenail Fungal Infection - Diagnosed or Suspected
 Tongue Swelling
 Tooth Extraction
 Tooth Injury
 Toothache
 Tracheostomy Symptoms and Questions
 Transgender Health Concerns and Questions
 Traumatic Brain Injury More than 14 Days Ago Follow-up Call
 Tuberculosis Exposure

U

Urinalysis Results Follow-up Call
 Urinary Catheter (e.g., Foley) Symptoms and Questions
 Urinary Symptoms
 Urinary Tract Infection on Antibiotic Follow-up Call - Female
 Urinary Tract Infection on Antibiotic Follow-up Call - Male
 Urination Pain - Female
 Urination Pain - Male
 Urine - Blood In
 Uvula Swelling

V

Vaginal Bleeding - Abnormal
 Vaginal Bleeding - Postmenopausal
 Vaginal Discharge
 Vaginal Foreign Body
 Vaginal Symptoms
 Vision Loss or Change
 Vomiting
 Vomiting Blood

Vulvar Symptoms

W

Warts

Weakness (Generalized) and Fatigue

Weight Loss - Unintended

Whooping Cough Exposure

Worms - Other Than Pinworms

Wound - Chronic and Negative
Pressure Wound Therapy

Wound Infection on Antibiotic Follow-
up Call

Wound Infection Suspected

Wrist Injury

Wrist Pain

Wrist Swelling

Z

Zika Virus Exposure