

## 9

911 Symptoms

## A

Abdomen Bloating and Swelling

Abdominal Injury

Abdominal Pain - Female

Abdominal Pain - Male

Abdominal Pain - Upper

Acne

Alcohol Use and Problems

Allergic Reactions - Guideline Selection

Altitude Sickness

Animal Bite

Ankle Pain

Ankle Swelling

Anxiety and Panic Attack

Arm Injury

Arm Pain

Arm Swelling and Edema

Asthma Attack

Athlete's Foot

## B

Back Injury

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

Blood Pressure - Low

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 - Constipation

Cancer - Diarrhea

Cancer - Fever

Cancer - Mouth Symptoms

Cancer - Nausea and Vomiting

Cancer - Skin Symptoms and Questions

Carbon Monoxide Exposure

Cast Symptoms and Questions

Cellulitis on Antibiotic Follow-up Call

Central Venous Catheter - Port Symptoms and Questions

Chest Injury

Chest Injury - Bending, Lifting, or Twisting

Chest Pain

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 - 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

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## D

Dementia Symptoms and Questions  
Dental Procedure Antibiotic Prophylaxis  
Depression  
Diabetes - Foot Problems and Questions  
Diabetes - High Blood Sugar  
Diabetes - Low Blood Sugar  
Diarrhea  
Diarrhea on Antibiotics  
Difficult Call  
Dizziness - Lightheadedness  
Dizziness - Vertigo  
Domestic Violence  
Drowning and Submersion Event

## E

Ear - Congestion  
Ear - Discharge  
Ear - Foreign Body  
Ear - Otitis Externa Follow-up Call  
Ear - Otitis Media Follow-up Call  
Ear - Swimmer's  
Ear Injury  
Ear Piercing Symptoms and Questions  
Earache  
Earwax  
Eating Disorders Symptoms and Questions  
Ebola Exposure  
E-Cigarettes and Vaping Symptoms and Questions  
Elbow Injury  
Elbow Pain  
Elbow Swelling  
Elder or Vulnerable Adult Abuse  
Electric Shock or Lightning Injury  
Endoscopy (Upper GI) Symptoms and Questions  
Eye - Allergy  
Eye - Chemical In  
Eye - Foreign Body  
Eye - Pus or Discharge  
Eye - Redness  
Eye Injury  
Eye Pain and Other Symptoms  
Eyelid Swelling

Eyelid Twitch or Spasm

## F

Face Injury  
Face Pain  
Face Swelling  
Fainting  
Falls and Falling  
Feeding Tube Symptoms and Questions  
Fever  
Finger Injury  
Finger Pain  
Fire Ant Sting  
Flank Pain  
Foot Pain  
Frostbite

## G

Genital Injury - Female  
Genital Injury - Male  
GI Multiple Symptoms - Guideline Selection  
Groin Injury and Strain

## H

Hair Loss  
Hallucinations  
Hand Swelling  
Head Injury  
Head Lice  
Headache  
Hearing Loss or Change  
Heart Attack Post-Hospitalization Follow-up Call  
Heart Failure on Treatment Follow-up Call  
Heart Failure Post-Hospitalization Follow-up Call  
Heart Rate and Heartbeat Questions  
Heat Exposure (Heat Exhaustion and Heat Stroke)  
Hepatitis A Exposure  
Hernia  
Hiccups  
Hip Injury  
Hip Pain  
HIV Exposure  
Hives  
Hoarseness  
Home Health - Equipment or Supply Request

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Homicidal Threats or Attempts  
Hospice - Agitation  
Hospice - Anxiety and Panic Attack  
Hospice - Breathing Difficulty  
Hospice - Caregiver Need for Support or Respite  
Hospice - Confusion and Delirium  
Hospice - Constipation  
Hospice - Death  
Hospice - Death Imminent or Dying Symptoms  
Hospice - Diarrhea  
Hospice - Falls and Falling  
Hospice - Fever  
Hospice - Insomnia  
Hospice - Medication Question or Refill Call  
Hospice - Nausea and Vomiting  
Hospice - No Guideline Available  
Hospice - Oral Intake Decreased  
Hospice - Pain  
Hospice - Seizure  
Hospice - Skin Breakdown and Pressure Sores  
Hospice - Swallowing Difficulty  
Hospice - Urinary Catheter (e.g., Foley) Symptoms and Questions  
Hospice - Urinary Symptoms  
Hospice - Weakness (Generalized) and Fatigue  
Human Bite

## I

ICD and Pacemaker Symptoms and Questions  
Immunization Reactions  
Impetigo (Infected Sore)  
Infection on Antibiotic Follow-up Call  
Influenza (Flu) Exposure  
Influenza (Flu) Follow-up Call  
Influenza (Flu) Suspected  
Information Only Call - No Triage  
Injury - Multiple Sites - Guideline Selection  
Insect Bite  
Insomnia  
Itching - Localized  
Itching - Widespread  
IV Not Running or Running Slowly  
IV Site and Other Symptoms

## J

Jaundice  
Jock Itch  
**K**  
Kidney Stone Follow-up Call  
Knee Injury  
Knee Pain  
Knee Swelling

## L

Leech Bite  
Leg Injury  
Leg Pain  
Leg Swelling and Edema  
Lip Swelling  
Lymph Nodes - Swollen

## M

Marijuana Use and Problems  
Marine Animal Stings and Bites - North America  
Medication Question Call  
Medication Refill and Renewal Call  
Meningitis Exposure  
Menopause Symptoms and Questions  
MERS Exposure  
Mosquito Bite  
Motion Sickness  
Motor Vehicle Accident  
Mouth Injury  
Mouth Pain  
Mouth Symptoms  
Mouth Ulcers  
MRSA Exposure  
Mumps Exposure  
Mumps Follow-up Call  
Muscle Aches and Body Pain  
Muscle Jerks - Tics - Shudders

## N

Nasal Allergies (Hay Fever)  
Nausea  
Neck Injury  
Neck Pain or Stiffness  
Needlestick  
Neurologic Deficit  
No Contact or Duplicate Contact Call

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No Guideline Available

Nose - Foreign Body

Nose Injury

Nosebleed

## O

Opioid Use and Problems

Ostomy Symptoms and Questions

Oxygen Monitoring and Hypoxia

## P

Pale Skin

PCP Call - No Triage

Penis and Scrotum Symptoms

Pinworms

Pneumonia Follow-up Call

Pneumonia on Antibiotic Post-Hospitalization Follow-up Call

Poison Ivy - Oak - Sumac

Poisoning

Post-Hospitalization Follow-up Call

Post-Op Incision Symptoms and Questions

Post-Op Symptoms and Questions

Post-Op Tonsil and Adenoid Surgery

Post-Op Total Hip Replacement Follow-up Call

Post-Op Total Knee Replacement Follow-up Call

Post-Op Wound Drains and Tubes - Symptoms and Questions

Post-Traumatic Stress Disorder (PTSD)

Pregnancy - Itching

Pubic Lice

Pubic Lice Exposure

Puncture Wound

## R

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

## S

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

Sty

Substance Use and Problems

Suicide Concerns

Sunburn

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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 - 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 Suspected

Wrist Swelling