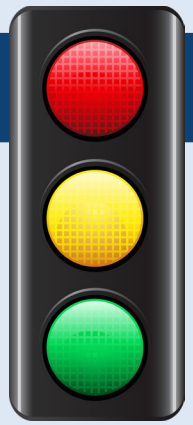


# ZONE TOOL | Where Should I Go For Care?



When it comes to seeking medical care, choosing the right provider can save you time, money, and stress. To help you make informed decisions, this zone tool provides guidance on when to opt for primary care or urgent care, when to call 911 or head to the emergency room, and when other types of care may be more appropriate.

**When unsure about the severity of your symptoms or if it feels like an emergency, always opt for the emergency department or call 911 for guidance.**

## GREEN Zone: Non-Urgent

- Routine check-ups and physical exams
- Earaches, sore throat, cold, mild flu, allergy symptoms
- Prescription refills and non-urgent questions or concerns about medications
- Routine management of chronic conditions like diabetes or hypertension

## GREEN Zone: Not an Emergency Visit



- Contact my doctor
  - Schedule a telehealth visit
- Go to a walk-in clinic
- Continue to follow my plan of care
- Schedule a virtual visit
- Call my home health nurse
- Go to a Federally Qualified Health Clinic (FQHC)

Doctors' Office Phone #: \_\_\_\_\_

Home Health Agency Phone #: \_\_\_\_\_

## YELLOW Zone: Urgent

- Sprains, strains and minor fractures
- Mild to moderate asthma attacks
- Nausea, vomiting or diarrhea
- Fever without a rash (Please discuss with your doctor what a fever is for you.)
- Nosebleed
- Anxiety
- New, sudden moderate pain or discomfort

## YELLOW Zone: Urgent Care



- Contact my doctor
- Go to an urgent care
- Go to a walk-in clinic
- Go to a Federally Qualified Health Clinic (FQHC)

Urgent Care Phone #: \_\_\_\_\_

## RED Zone: Emergency

- Chest pain or severe heart palpitations
- Uncontrolled bleeding
- Severe burns
- Loss of consciousness
- Sudden or severe pain
- Coughing or vomiting blood
- Severe allergic reaction with breathing difficulty
- Stroke symptoms (sudden numbness, confusion, trouble speaking, vision problems)

## RED Zone: Emergency Visit



- **Act Now!**
- **Call 9-1-1 or go to the nearest emergency department**

This material was prepared by Alliant Health Solutions, a Quality Innovation Network – Quality Improvement Organization (QIN – QIO) under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services (HHS). Views expressed in this material do not necessarily reflect the official views or policy of CMS or HHS, and any reference to a specific product or entity herein does not constitute endorsement of that product or entity by CMS or HHS. Publication No. 12SOW-AHS-QIN-QIO-TO1-NH-TO1-PCH-5706-05/02/24

# ZONE TOOL | Where Should I Go For Care?

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