When to Call 911

- Anytime there is a situation in which you begin CPR or the Heimlich maneuver (lifesaving measures taught in CG NEO class)
- Anytime the individual is unconscious (or unresponsive when normally responsive)
- Blood in vomit that is bright red or looks like “coffee grounds”
- Obvious sign of a broken bone/bone is protruding through skin
- Uncontrolled bleeding, even if it’s a nose bleed
- Falls or injuries that result in the individual being unconscious or unresponsive
- Anaphylaxis (an allergic reaction to bee/wasp stings that causes itching, redness, hives, trouble breathing, dizziness and weakness)
- When individual is experiencing signs of a heart attack (symptoms include: chest pain; heaviness in chest; pain/pressure in neck or jaw; pain/pressure in one or both arms – especially the left; shortness of breath; sweating; nausea; pain or throbbing between shoulder blades)
- When an individual has ingested a potentially poisonous substance (chemicals, cleaners, bleach, etc.)
- Serious burns
- If an individual has attempted suicide or has a plan to do so
- Stroke (symptoms of stroke include: sudden numbness/weakness of face, arm, leg, especially on one side of body; sudden trouble seeing in one or both eyes; sudden trouble walking, dizziness, or loss of balance or coordination, sudden severe headache with no known cause)
- Heat stroke (hot, flushed, dry skin; confusion; deep, rapid breathing, possible seizure)
- Seizures lasting over 5 minutes or if the individual is pregnant, has diabetes, is having multiple seizures, or has never had a seizure before

ANYTIME YOU FEEL AN INDIVIDUAL REQUIRES IMMEDIATE EMERGENCY MEDICAL ATTENION, *CALL 911!!!*

When to Call *StationMD* for signs of Illness & or Injury :

- Nausea/Vomiting
- Eyes that are red and crusty
- Diarrhea or watery stools
- Cough – with or without phlegm
- Loss of or change in appetite
- Abnormal breathing, wheezing
- Head injury of any kind
- Any type of restraint
- Prior to administering any PRN medications
- Swelling or bruising on any part of the body
- Any allegation of physical abuse or neglect of an individual
- All motor vehicle accidents involving an individual
- Broken skin (anywhere on body), lacerations, and/or abrasions
- Any medication error, OR medication refusal
- For behaviors that have caused or could cause injury to someone
- Blood sugars above or below the ordered parameters
- Any type of burn (anywhere on the body), including sunburn
- When individual is exhibiting obvious signs of discomfort
- Blood Pressure above or below the ordered parameters
- Nasal drainage
- Any and all falls
- Bowel movement containing blood
- Seizures of any kind
- Bed sores
- Any type of rash on the body
- Temperature of 100° or above
- ANY condition that you feel is not resolving and/or is getting worse **ANY condition you feel requires the attention of the *StationMD*, *ALL illness & injury calls must go to the StationMD!!!***

When to call the NURSE (RN or LVN) {These are not illness or injury calls}:

- Anytime anything on the MAR does not match the medication label.
- Anytime there are medications or supplements that are out of stock or missing.
- Anytime 911 has already been called and/or an individual has been admitted to hospital or taken to urgent care OR released from a hospital/urgent care
- Death of an individual