



Instructions to our Patients/Caregivers

When to call us

In case of Life-Threatening emergency, Call 911 first, then call us!

In all other cases, if there has been a significant worsening medical condition, call us, depending on how urgent the situation is the clinician will get a message or paged.

Examples of reasons to call us:

1. New onset of severe pain.
2. Uncontrolled pain
3. Sudden or marked change in mental status (confusion, agitation, or drowsiness)
4. Fever
5. Shortness of Breath
6. Vomiting and unable to hold down fluids for more than one day
7. Diarrhea for more than two days
8. Burning or pain with urination, difficulty urinating, or blood in the urine
9. Pain and loss of usual mobility following fall
10. Loss of consciousness(fainting)
11. New onset of seizures (if seizure will not stop call 911) or change in usual pattern
12. Sudden weakness or paralysis of any limb
13. New bedsore (ulcer)

If you are able, please have the following information *BEFORE* calling us:

1. Vital signs, including: temperature, pulse rate, breathing rate, and blood pressure.
2. List of current medications
3. Any medicine allergies
4. Code status (full code-call 911 and start CPR in case heart or breathing stops; or DNR –do not resuscitate)

PLAN AHEAD!!!! About prescription refills, your clinician may not be available over the weekend to prescribe medications that have ran out.

1. **Please** call your pharmacy several days before you will need a refill on your medication. They will call or fax us for an OK.
2. **Please** call far enough ahead that routine refills do not become emergencies.
3. We do **not** routinely refill prescriptions over the weekend.
4. **No one other than the original prescriber may authorize refills for narcotics** (Pain Medications)