

### Who should I call for Help?

Examples are not all-inclusive; if in doubt contact Avel eCare to discuss	Attending Provider Issues that are ok to address non-urgently	Avel eCare Senior Care Conditions that are concerning but don't appear to be life threatening	911 Immediately life-threatening conditions
Blood Pressure	Systolic blood pressure that is often >150 or below 100	Systolic blood pressure >160 with mild symptoms  Systolic blood pressure <100	Systolic blood pressure >180 with headache, vomiting, new confusion, weakness or changes in vision  Systolic blood pressure <100 with a pulse that is >120 or below 55
Blood Sugar (FSBS)	Levels that are often between 60-100 or over 250 (or outside parameters set by provider)	Blood sugar levels that need to be treated with additional insulin orders  Blood sugar <50 with symptoms of confusion	Blood sugar < that 60 that does not rise above 80 after juice/ glucose tablets, associated with confusion or decreased consciousness  Blood sugar level >400 that does not respond to treatment and is associated with signs of illness
Breathing	Chronic condition management, medication refills	Resident with a new or increase cough	Shortness of breath that makes it difficult for the resident to speak
Diarrhea	Loose stools in a patient who is taking medication for constipation	New onset of loose stools, nausea or abdominal discomfort	Large amount of blood from the rectum  Diarrhea with high fever, severe pain or confusion
Fall	Talk to the provider about evaluating medications and other issues that may be contributing to fall risk	For nursing assessment before helping a resident get up off the floor and evaluation for potential injuries	Obvious serious injuries, such as a laceration that looks like it needs stitches, suspect a fracture, head injury, changes in ability to speak/move
Infection	Mild upper respiratory symptoms (e.g. runny or congested nose)	Pain with urination, increased frequency of urination, new rash or sore on skin, new respiratory symptoms, fever 99-101	Fever associated with a change in level of alertness, symptoms of infection and systolic blood pressure <100, severe abdominal pain, severe headache, or difficulty talking while breathing
Upset Stomach	Nausea after taking medication	Vomiting, abdominal discomfort	Vomiting blood, can't keep any fluids down, pulse >110