
Telephone Triage Algorithms

Pediatric After-Hours Version

Alphabetical Listing

9

911 Symptoms

A

Abdominal Injury

Abdominal Pain - Female

Abdominal Pain - Male

Acne

Aggressive and Destructive Behavior

Alcohol Use and Abuse

Allergic Reactions - Guideline Selection

Altitude Sickness

Anaphylaxis

Animal Bite

Animal or Human Bite Infection on

Antibiotic Follow-up Call

Anxiety and Panic Attack

Arm Injury

Arm Joint Swelling

Arm Pain

Asthma Attack

Asthma Attack on Steroid Follow-up Call

Athlete's Foot

Avian Influenza Exposure

B

Back Injury

Back Pain

Bad Breath

Bed Bug Bite

Bee or Yellow Jacket Sting

Behavior Problems (Age 1-5)

Blisters

Blood and Body Fluid Exposure

Bluish Skin or Body Part (Cyanosis)

Body Piercing Questions

Boil (Skin Abscess)

Boil (Skin Abscess) on Treatment Follow-up Call

Bottle-fed Weaning Questions

Bottle-feeding Questions

Breast Symptoms (Female) - After Puberty

Breast Symptoms (Female) - Before Puberty

Breast Symptoms (Male)

Breastfeeding - Baby Questions

Breastfeeding - Mother's Breast Symptoms or Illness

Breastfeeding - Mother's Medicines and Diet

Breastfeeding - Weaning Questions

Breastfeeding (CANADA version) - Baby Questions

Breath-Holding Spell

Breathing Difficulty (Respiratory Distress)

Breathing Noisy - Guideline Selection

Bronchiolitis Follow-up Call

Bruises

Burns

C

Carbon Monoxide Exposure

Cast Symptoms and Questions

Cellulitis on Antibiotic Follow-up Call

Chest Injury

Chest Pain

Chickenpox - Diagnosed or Suspected

Chickenpox or Shingles Exposure

Child Abuse Suspected

Choking - Inhaled Foreign Body

Chronic or Complex Diseases

Circumcision Problems

Cold Exposure (Hypothermia)

Cold Sores (Fever Blisters)

Colds

Coma

Concussion Follow-up Call

Confusion - Delirium

Constipation

Contraception - Birth Control Pills

Contraception - Birth Control Shot (Depo)

Contraception - Emergency

Contraception - Implant

Contraception - IUD

Coronavirus (COVID-19) - Diagnosed or Suspected

Coronavirus (COVID-19) - Exposure

Cough

Cracked or Dry Skin

Cradle Cap

Croup

Croup on Steroid Follow-up Call

Crying - 3 Months and Older

Crying - Before 3 Months Old

Cuts and Lacerations

D

Diabetes - High Blood Sugar

Diabetes - Low Blood Sugar

Diaper Rash

Diarrhea

Diarrhea Diseases from Travel

Diarrhea On Antibiotics

Difficult Caller

Dizziness

Domestic Violence (Mother Abuse)

Drowning or Submersion Event

E

Ear - Congestion

Ear - Discharge

Ear - Foreign Body

Ear - Otitis Externa Follow-up Call

Ear - Pulling At or Rubbing

Ear - Swimmer's

Ear Infection Follow-up Call

Ear Injury

Ear Piercing Questions

Ear Tubes Follow-up Call

Earache

Earwax Buildup
Eating Problems
Ebola Exposure
Eczema Follow-up Call
Electric Shock or Lightning Injury
Eye - Allergy
Eye - Chemical In
Eye - Foreign Body
Eye - Pus Or Discharge
Eye - Red Without Pus
Eye - Swelling
Eye Injury
Eye Pain and Other Symptoms
Eyes - Dark Circles Under

F

Face Injury
Face Swelling
Fainting
Feeding Tube Questions
Fever - 3 Months or Older
Fever Before 3 Months Old
Fifth Disease
Finger Injury
Fingernail Infection
Fire Ant Sting
Fluid Intake Decreased
Fontanel Bulging (Soft Spot)
Food Allergy - Diagnosed
Food Poisoning
Food Reactions - General
Foreskin Care Questions
Frostbite

G

Genital Injury - Female
Genital Injury - Male
GI Symptoms Multiple - Guideline Selection

H

Hair Loss
Hand-Foot-Mouth Disease
Head Injury

Headache
Hearing Loss or Change
Heart Rate and Heart Beat Questions
Heat Exposure (Heat Exhaustion and Heat Stroke)
Heat Rash
Hepatitis A Exposure
Hernia - Inguinal
Hernia - Umbilical
Hiccups
Hives
Hoarseness
Homicidal Threats or Attempts
Hot Tub Dermatitis
Human Bite
Hydrocele

I

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

J

Jaundice - Child or Teenager
Jaundice - Newborn
Jellyfish Sting
Jock Itch

L

Leg Injury
Leg Joint Swelling
Leg or Foot Swelling
Leg Pain

Lice
Limp
Lip Swelling
Low Body Temperature Questions
Lymph Node Infection on Antibiotic Follow-up Call
Lymph Nodes - Swollen

M

Marijuana Use and Abuse
Marine Animal Stings and Bites - North America
Measles - Diagnosed or Suspected
Measles Exposure
Medication - Refusal to Take
Medication Question Call
Medication Questions - Guideline Selection
Meningitis Exposure
Menstrual Cramps
Menstrual Period - Missed Or Late
Mononucleosis Follow-Up Call
Mosquito Bite
Mosquito-Borne Diseases from Travel
Motion Sickness
Mouth Injury
Mouth Pain and Other Symptoms
Mouth Ulcers
MRSA Exposure
Mumps Exposure
Mumps Follow-up Call
Mumps Suspected
Muscle Jerks - Tics - Shudders

N

Nasal Allergies (Hay Fever)
Nausea
Neck Injury
Neck Pain or Stiffness
Needlestick
Neurologic Deficit
Newborn (Up to 3 Months) Acts Sick
Newborn Appearance Questions
Newborn Rashes and Birthmarks

Newborn Reflexes and Behavior
Newborn Urine - Pink Or Brick-dust
No Contact or Duplicate Contact Call
No Guideline Available
Nose - Foreign Body
Nose Injury
Nosebleed

P

Pain Multiple Sites - Guideline Selection
Pale Skin
PCP Call - No Triage
Penis-Scrotum Symptoms - After Puberty
Penis-Scrotum Symptoms - Before Puberty
Pinworms
Pneumonia Follow-up Call
Poison Ivy - Oak - Sumac
Poisoning
Post-Hospitalization Follow-up Call
Post-op Incision Symptoms
Post-op Symptoms and Questions
Postpartum Depression
Pregnancy Questions
Psychosocial Problems
Puncture Wound

R

Rash - Amoxicillin or Augmentin
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 and Anus Symptoms
Respiratory Multiple Symptoms - Guideline Selection
Ring Stuck on Finger or Toe
Ringworm
Roseola

S

SARS Exposure
Scabies Follow-Up Call
Scarlet Fever
Scorpion Sting - North America
Scrapes
Scrotum Swelling or Pain
Seizure With Fever
Seizure Without Fever
Sexual Abuse Suspected
Sexual Assault or Rape
Shingles (Zoster)
Sinus Infection Follow-up Call
Sinus Pain or Congestion
Skin - Lump or Localized Swelling
Skin Foreign Body
Skin Glue Questions
Skin Injury
Sleep Increased
Sleep Problems - Child Sleeps in a Bed
Sleep Problems - Child Sleeps in a Crib
Sleep Problems - Parasomnias and Nightmares
Smoke and Fume Inhalation
Snakebite - North America
Solid Food (Baby Food) Questions
Sore Throat
Sores
Spells
Spider Bite - North America
Spitting Up (Reflux)
Splint Symptoms and Questions
STD (STI) - Guideline Selection
STD (STI) Exposure or Questions
Stingray Injury
Stools - Blood In
Stools - Unusual Color
Strep Throat Exposure
Strep Throat Infection Follow-up Call
Strep Throat Test Follow-up Call
Sty
Substance Abuse
Suicide Concerns or Depression

Sunburn
Super Glue Problems
Suture or Staple Questions
Swallowed Foreign Body
Swallowed Harmless Substance
Swallowing Difficulty
Sweating
Swimmer's Itch - Lakes and Ocean

T

Tailbone Injury
Tear Duct Blocked
Teething
Thrush
Tick Bite
Toe Injury
Toenail - Ingrown
Toilet Training Problems
Tonsil-Adenoid Surgery
Tooth Extraction
Tooth Injury
Toothache
Transgender Health Concerns and Questions

U

Umbilical Cord - Bleeding
Umbilical Cord - Delayed or Early Separation
Umbilical Cord - Discharge or Infected
Urinary Tract Infection Follow-up Call
Urination - All Other Symptoms
Urination - Wetting (Enuresis)
Urination Pain - Female
Urination Pain - Male
Urine - Blood In
Urine - Unusual Color or Odor

V

Vaginal Bleeding - After Puberty
Vaginal Bleeding - Before Puberty
Vaginal Foreign Body
Vaginal Itching (Irritation) - Before Puberty
Vaginal Symptoms or Discharge - After Puberty

Vaginal Symptoms or Discharge - Before
Puberty
Vision Loss or Change
Vomiting Blood
Vomiting on Meds
Vomiting With Diarrhea
Vomiting Without Diarrhea

W

Warts
Weakness (Generalized) and Fatigue
Wheezing - Other Than Asthma
Whooping Cough Exposure
Whooping Cough Follow-up Call
Worms - Other Than Pinworms
Wound Infection on Antibiotic Follow-up
Call
Wound Infection Suspected

Inactive Telephone Triage Algorithms

Influenza (Flu) - CDC 2019 Flu on Call® SIMULATION

Inactive