

Alphabetical Index

After Hours Telehealth Triage Guidelines | Adult | 2026

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911 Symptoms

A

Abdomen Bloating and Swelling

Abdominal Injury

Abdominal Pain - Female

Abdominal Pain - Male

Abdominal Pain - Upper

Abortion - Medication Induced Follow-up Call

Abortion - Spontaneous Miscarriage Follow-up Call

Abortion - Surgical Procedure Follow-up Call

Abortion - Threatened Miscarriage Follow-up Call

Accidental Exposure to Recreational (Street) Drug

Acne

Alcohol Use and Problems

Allergic Reactions - Guideline Selection

Altitude Sickness

Anaphylaxis

Animal Bite

Animal Bite on Antibiotic Follow-up Call

Ankle Injury

Ankle Pain

Ankle Swelling

Anxiety and Panic Attack

Arm Injury

Arm Pain

Arm Swelling and Edema

Asthma Attack

Athlete's Foot

Attention Deficit Hyperactivity Disorder (ADHD)

Avian Influenza (Bird Flu) Exposure

B

Back Injury

Back Pain

Bed Bug Bite

Bee or Yellow Jacket Sting

Bipolar Disorder (Manic Depression)

Blister - Foot and Hand

Blood and Body Fluid Exposure

Blood Pressure - High

Blood Pressure - Low

Bluish Skin or Body Part (Cyanosis)

Body Piercing Symptoms and Questions

Boil (Skin Abscess)

Boil (Skin Abscess) on Treatment Follow-up Call

Breast Symptoms

Breathing Difficulty

Bruises

Burns - Chemical

Burns - Electrical

Burns - Thermal

C

Cancer - Breathing Difficulty

Cancer - Constipation

Cancer - Diarrhea

Cancer - Fever

Cancer - Mouth Symptoms

Cancer - Nausea and Vomiting

Cancer - Radiation Dermatitis Diagnosed or Suspected

Cancer - Skin Symptoms and Questions

Carbon Monoxide Exposure

Caregiver Need for Support or Respite

Cast Symptoms and Questions

Caterpillar Sting

Cellulitis on Antibiotic Follow-up Call

Central Venous Catheter - Port Symptoms and Questions

Chest Injury

Chest Injury - Bending, Lifting, or Twisting

Chest Pain

Chickenpox Diagnosed or Suspected

Chickenpox Exposure

Choking - Inhaled Foreign Body

Cold Exposure (Hypothermia)

Cold Sores (Fever Blisters)

Colonoscopy Symptoms and Questions

Coma

Common Cold

Concussion (mTBI) Less Than 14 Days Ago Follow-up Call

Confusion - Delirium

Constipation

Contraception - Birth Control Pills - Combined

Contraception - Birth Control Pills - Progestin-Only Pills (POPs)

Contraception - Birth Control Shot Symptoms and Questions

Contraception - Emergency

Contraception - Implant Symptoms and Questions

Contraception - IUD Symptoms and Questions

Contraception - Transdermal Patch

Contraception - Vaginal Ring

COPD Oxygen Monitoring and Hypoxia

COPD Post-Hospitalization Follow-up Call

Cough - Acute Non-Productive

Cough - Acute Productive

Cough - Chronic

Coughing Up Blood

COVID-19 - Diagnosed or Suspected

COVID-19 - Exposure

COVID-19 - Persisting Symptoms Follow-up Call

COVID-19 - Vaccine Questions and Reactions

Cracked or Dry Skin

Critical Lab Value

Cuts and Lacerations

D

Dementia Symptoms and Questions

Dental Procedure Antibiotic Prophylaxis

Depression

Diabetes - Foot Problems and Questions	Face Injury	Hernia
Diabetes - High Blood Sugar	Face Pain	Hiccups
Diabetes - Low Blood Sugar	Face Swelling	Hip Injury
Diarrhea	Fainting	Hip Pain
Diarrhea on Antibiotics	Falls and Falling	HIV Exposure
Difficult Call	Feeding Tube Symptoms and Questions	Hives
Dizziness - Lightheadedness	Fever	Hoarseness
Dizziness - Vertigo	Finger Injury	Home Health - Equipment or Supply Request
Domestic Violence	Finger Pain	Homicidal Threats or Attempts
Drowning and Submersion Event	Fingernail Infection	Hospice - Agitation
E	Fire Ant Sting	Hospice - Anxiety and Panic Attack
Ear - Congestion	Flank Pain	Hospice - Breathing Difficulty
Ear - Discharge	Foot Injury	Hospice - Caregiver Need for Support or Respite
Ear - Foreign Body	Foot Pain	Hospice - Confusion and Delirium
Ear - Otitis Externa Follow-up Call	Frostbite	Hospice - Constipation
Ear - Otitis Media Follow-up Call	G	Hospice - Death
Ear - Swimmer's	Genital Injury - Female	Hospice - Death Imminent or Dying Symptoms
Ear Injury	Genital Injury - Male	Hospice - Diarrhea
Ear Piercing Symptoms and Questions	GI Multiple Symptoms - Guideline Selection	Hospice - Equipment or Supply Request
Earache	Groin Injury and Strain	Hospice - Falls and Falling
Earwax	H	Hospice - Fever
Eating Disorders Symptoms and Questions	Hair Loss	Hospice - Insomnia
Ebola Exposure	Hallucinations	Hospice - Medication Question or Refill Call
E-Cigarettes and Vaping Symptoms and Questions	Hallucinogenic Mushrooms - Use and Problems	Hospice - Nausea and Vomiting
Elbow Injury	Hand Foot and Mouth Disease - Diagnosed or Suspected	Hospice - No Guideline Available
Elbow Pain	Hand Injury	Hospice - Oral Intake Decreased
Elbow Swelling	Hand Pain	Hospice - Pain
Elder or Vulnerable Adult Abuse	Hand Swelling	Hospice - Seizure
Electric Shock or Lightning Injury	Head Injury	Hospice - Skin Breakdown and Pressure Sores
Endoscopy (Upper GI) Symptoms and Questions	Head Lice	Hospice - Swallowing Difficulty
Eye - Allergy	Headache	Hospice - Urinary Catheter (e.g., Foley) Symptoms and Questions
Eye - Chemical In	Hearing Loss or Change	Hospice - Urinary Symptoms
Eye - Foreign Body	Heart Attack Post-Hospitalization Follow-up Call	Hospice - Weakness (Generalized) and Fatigue
Eye - Pus or Discharge	Heart Failure on Treatment Follow-up Call	Human Bite
Eye - Redness	Heart Failure Post-Hospitalization Follow-up Call	I
Eye Injury	Heart Rate and Heartbeat Questions	ICD and Pacemaker Symptoms and Questions
Eye Pain and Other Symptoms	Heat Exposure (Heat Exhaustion and Heat Stroke)	Immunization Reactions
Eyelid Swelling	Hepatitis A Exposure	Impetigo (Infected Sore)
Eyelid Twitch or Spasm		
F		

Infection Exposure Questions	MERS Exposure	Pneumonia Follow-up Call
Infection on Antibiotic Follow-up Call	Mold Exposure	Pneumonia on Antibiotic Post-Hospitalization Follow-up Call
Influenza (Flu) Exposure	Mononucleosis Follow-up Call	Poison Ivy - Oak - Sumac
Influenza (Flu) Follow-up Call	Mosquito Bite	Poisoning
Influenza (Flu) Suspected	Motion Sickness	Post-Hospitalization Follow-up Call
Information Only Call - No Triage	Motor Vehicle Accident	Post-Op Incision Symptoms and Questions
Injection (IM, SQ) Site Questions and Symptoms	Mouth Injury	Post-Op Symptoms and Questions
Injury - Multiple Sites - Guideline Selection	Mouth Pain	Post-Op Tonsil and Adenoid Surgery
Insect Bite	Mouth Symptoms	Post-Op Total Hip Replacement Follow-up Call
Insomnia	Mouth Ulcers	Post-Op Total Knee Replacement Follow-up Call
Itching - Localized	Mpox - Diagnosed or Suspected	Post-Op Wound Drains and Tubes - Symptoms and Questions
Itching - Widespread	Mpox - Exposure	Postpartum - Abdominal Pain
IV Not Running or Running Slowly	MRSA Exposure	Postpartum - Breast Pain and Engorgement
IV Site and Other Symptoms	Mumps Exposure	Postpartum - Breastfeeding Guideline Selection
J	Mumps Follow-up Call	Postpartum - Constipation
Jaundice	Mumps Follow-up Call	Postpartum - C-section Incision Symptoms
Jock Itch	Muscle Aches and Body Pain	Postpartum - C-section Symptoms
K	Muscle Jerks - Tics - Shudders	Postpartum - Depression
Kidney Stone Follow-up Call	N	Postpartum - Episiotomy or Vaginal Laceration Symptoms
Knee Injury	Nasal Allergies (Hay Fever)	Postpartum - Fever
Knee Pain	Nausea	Postpartum - Headache
Knee Swelling	Neck Injury	Postpartum - High Blood Pressure
L	Neck Pain or Stiffness	Postpartum - Leg Pain
Leech Bite	Needlestick	Postpartum - Leg Swelling and Edema
Leg Injury	Nephrostomy Tube Follow-up Call	Postpartum - Pale Skin
Leg Pain	Neurologic Deficit	Postpartum - Urination Pain
Leg Swelling and Edema	No Contact or Duplicate Contact Call	Postpartum - Vaginal Bleeding and Lochia
Lip Swelling	No Guideline Available	Postpartum - Vision Loss or Change
Lymph Nodes - Swollen	Nose - Foreign Body	Post-Traumatic Stress Disorder (PTSD)
M	Nose Injury	Pregnancy - Abdomen Injury
Marijuana Use and Problems	Nosebleed	Pregnancy - Abdominal Pain Greater Than 20 Weeks EGA
Marine Animal Stings and Bites - North America	O	Pregnancy - Abdominal Pain Less Than 20 Weeks EGA
Measles - Diagnosed or Suspected	Obesity or Overweight	Pregnancy - Back Pain
Measles Exposure	Opioid Use and Problems	Pregnancy - Constipation
Medication Question Call	Oral Intake Decreased	Pregnancy - Decreased or Abnormal Fetal Movement
Medication Refill and Renewal Call	Ostomy Symptoms and Questions	
Meningitis Exposure	Oxygen Monitoring and Hypoxia	
Menopause Symptoms and Questions	P	
Menstrual Cramps	Pale Skin	
Menstrual Period - Missed or Late	PCP Call - No Triage	
	Pelvic Pain - Female	
	Penis and Scrotum Symptoms	
	Pinworms	

Pregnancy - Fall	Ringworm	Strep Throat Infection on Antibiotic Follow-up Call
Pregnancy - Fever	S	Strep Throat Test Follow-up Call
Pregnancy - Headache	SARS Exposure	Sty
Pregnancy - High Blood Pressure	Scabies Exposure	Substance Use and Problems
Pregnancy - Infection Exposure Questions	Scabies Follow-up Call	Suicide Concerns
Pregnancy - Itching	Schizophrenia	Sunburn
Pregnancy - Labor	Scorpion Sting - North America	Super Glue Problems
Pregnancy - Labor - Preterm	Scrapes	Suture or Staple Questions
Pregnancy - Leg Pain	Scrotum Pain	Swallowed Foreign Body
Pregnancy - Leg Swelling and Edema	Scrotum Swelling	Swallowing Difficulty
Pregnancy - Morning Sickness (Nausea and Vomiting of Pregnancy)	Seizure	Sweating
Pregnancy - Pale Skin	Sexual Assault or Rape	Swimmer's Itch - Lakes and Oceans
Pregnancy - Rectal Symptoms	Shingles (Zoster)	T
Pregnancy - Rupture of Membranes Suspected	Shoulder Injury	Tailbone Injury
Pregnancy - Seizure	Shoulder Pain	Tattoo Symptoms and Questions
Pregnancy - Urination Pain	Sickle Cell Disease - Acute Pain Episode (Crisis)	Tick Bite
Pregnancy - Vaginal Bleeding Greater Than 20 Weeks EGA	Sinus Infection on Antibiotic Follow-up Call	Tinnitus
Pregnancy - Vaginal Bleeding Less Than 20 Weeks EGA	Sinus Pain or Congestion	Toe Injury
Pregnancy - Vaginal Discharge	Skin Foreign Body	Toe Pain
Pregnancy - Vision Loss or Change	Skin Glue Questions	Toenail - Ingrown
Pregnancy - Vulvar Symptoms	Skin Injury	Toenail Fungal Infection - Diagnosed or Suspected
Pubic Lice	Skin Lesion - Moles or Growths	Tongue Swelling
Pubic Lice Exposure	Skin Lump or Localized Swelling	Tooth Extraction
Puncture Wound	Skin Tear	Tooth Injury
R	Skunk Spray Exposure	Toothache
Radiation Exposure and Contamination	Smoke and Fume Inhalation	Tracheostomy Symptoms and Questions
Rash - Guideline Selection	Smoking - Tobacco Use and Problems	Transgender Health Concerns and Questions
Rash - Purple Spots or Dots	Snakebite - North America	Traumatic Brain Injury More than 14 Days Ago Follow-up Call
Rash - Widespread On Drugs	Sore Throat	Tuberculosis Exposure
Rash or Redness - Localized	Sores	U
Rash or Redness - Widespread	Spider Bite - North America	Urinalysis Results Follow-up Call
Recent Medical Visit for Illness Follow-up Call	Spinal Cord Injury - Constipation	Urinary Catheter (e.g., Foley) Symptoms and Questions
Recent Medical Visit for Injury Follow-up Call	Spinal Cord Injury - Headache	Urinary Symptoms
Rectal Bleeding	Spinal Cord Injury - Urinary Catheter Symptoms and Questions	Urinary Tract Infection on Antibiotic Follow-up Call - Female
Rectal Symptoms	Splint Symptoms and Questions	Urinary Tract Infection on Antibiotic Follow-up Call - Male
Rectum - Foreign Body	STI Exposure	Urination Pain - Female
Respiratory Multiple Symptoms - Guideline Selection	STI Guideline Selection	Urination Pain - Male
Ring Stuck on Finger or Toe	STI Questions	Urine - Blood In
	Stingray Injury	
	Stools - Unusual Color	
	Strep Throat Exposure	

Uvula Swelling

V

Vaginal Bleeding - Abnormal

Vaginal Bleeding - Postmenopausal

Vaginal Discharge

Vaginal Foreign Body

Vaginal Symptoms

Vision Loss or Change

Vomiting

Vomiting Blood

Vulvar Symptoms

W

Warts

Weakness (Generalized) and Fatigue

Weight Loss - Unintended

Whooping Cough Exposure

Worms - Other Than Pinworms

Wound - Chronic and Negative
Pressure Wound Therapy

Wound Infection on Antibiotic Follow-
up Call

Wound Infection Suspected

Wrist Injury

Wrist Pain

Wrist Swelling

Z

Zika Virus Exposure