

Call for Help Action Plan

This plan will help you know when to call your doctor or nurse (when you are in the **Yellow Zone**) to prevent you from going into the **Red Zone**. Please share this with your care partners.

Name: _____ Emergency Contact: _____ Phone: _____

Primary Care Physician: _____ Phone: _____

Specialist: _____ Phone: _____

Specialist: _____ Phone: _____

Problem	YELLOW ZONE Call Your Doctor or Nurse Specifically state the reason you are calling	RED ZONE Call 911 or go to the Emergency Room
General Symptoms	• New pain, or pain is worse and not responding to medication • Blood pressure above or below my normal _____ according to my doctor's instructions • Breathing too fast or slow, or short of breath • Signs of infection: fever, redness, swelling, tenderness • Dizzy, falling, or balance problem • Heart beat or rate does not feel normal • Unexplained bleeding • Change in energy/strength • Unexplained weight loss or appetite • Restless or agitated * See other sections for more information	• Chest pain with nausea, vomiting, sweating • Confusion, not thinking clearly (new, not getting better) • Unable to stay awake, unconscious • Severe shortness of breath • Fell and having severe pain • Severe allergic reaction to medication • Sudden severe (bad) headache • Sudden change in memory * See other sections for more information

Look at the sections below and check the boxes (☐) that apply to you for signs and symptoms to report.

Problem	YELLOW ZONE Call Your Doctor or Nurse Specifically state the reason you are calling	RED ZONE Call 911 or go to the Emergency Room
Infection & Sepsis <input data-bbox="186 613 235 659" type="checkbox"/>	• Hard to breathe or more difficult than usual • Either fever 100 - 101.4 or cold/shivering • Body aches or pain, too tired to do any activities • Infection symptoms are included in other sections below	• Fast breathing, can't catch breath • Fast heart beat or chest pain • Temperature 101.5°F or above, OR 96.8 °F or below (with other symptoms in this section) • Drop in blood pressure, light-headed • Confused, unable to think clearly, tired • Skin becomes warm and flushed • Less urine (pee) output
Lungs: Pneumonia, COPD, Asthma <input data-bbox="186 997 235 1042" type="checkbox"/>	• Short of breath or wheezing • Cough that gets worse • Change in mucus sputum/phlegm: color (yellow, green, bloody), thicker, has odor or increased amount • Restless, agitated or nervous, shaky • Fever over 101 for 24 hours, chills • Chest pain when breathing	• Hard to breathe, coughing or wheezing that does not respond to medications, inhalers or breathing treatments • Fast or irregular/abnormal heart beat • Blue-to-gray colored lips, face, skin or nails • Coughing up blood • Sudden squeezing of chest with pain • Confusion and agitation
Urinary <input data-bbox="195 1386 243 1432" type="checkbox"/>	• Need to urinate often, or only in small amounts • Pain and burning when urinating (peeing) • Bloody, cloudy, change in urine color, smells bad • Fever greater than 100 for 24 hours with or without antibiotics	• Confused, unable to think clearly • Nausea, vomiting • Fever greater than 100.5/101 degrees or chills, shaking or night sweats (with other symptoms in this section) • Back pain under your ribs or side pain • Bloody urine • Unable to urinate (pee)

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Problem	YELLOW ZONE Call Your Doctor or Nurse Specifically state the reason you are calling	RED ZONE Call 911 or go to the Emergency Room
Wound/ Skin Care 	• Swelling, tender and an area of the skin that feels cooler or warmer to the touch • Change in amount, color (green, yellow or bloody), or drainage smells bad • Increase in pain at wound or injection/infusion (IV) site • Increase in redness/warmth at wound site • May have fever greater than 100.5 degrees/chills • Wound getting larger or deeper, more swelling	• Severe pain in wound or injection/infusion (IV) site, red, warm, smells or oozing pus or drainage • Red streaks extending away from the wound • Signs of worsening infection such as fever greater than 101.5, chills, after being on an antibiotic longer than 48 hours • Vomiting and diarrhea • Sepsis: fever-high or low, short of breath, fast heart rate, or confusion or disorientation, and weakness, drop in blood pressure (see Infection/Sepsis section) • Large amounts of bleeding
Blood Pressure 	• Repeated high blood pressure readings above: ___/___ • You can have high blood pressure but have no symptoms • Symptoms may include headache, nose bleed, blurred vision, ringing in ears, lightheaded, heart palpitations (flutter), facial flushing, or blood spots in eyes	• Severe headache or nosebleed • Lightheaded or dizzy • Change in memory or confusion • Heart beating fast or racing • Pounding in your chest, neck, or ears • Trouble seeing, talking or walking
Chest Pain – Coronary Artery Disease 	• A single episode of chest pain or tightness that goes away within a minute of rest • Increase in chest pain episodes requiring the use of prescribed nitroglycerin • Pain/discomfort in neck, jaw, back, one or both arms, or stomach • Blood pressure is high • Heart beat or rate does not feel normal • Short of breath, weak or dizzy • Indigestion	• Chest pain, pressure or tightness that medication (Nitro glycerin) does not help OR Chest pain that goes away and comes back • Chest discomfort with shortness of breath, sweating or nausea/ vomiting that does not resolve within 1-2 minutes of rest

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Problem	YELLOW ZONE Call Your Doctor or Nurse Specifically state the reason you are calling	RED ZONE Call 911 or go to the Emergency Room
Heart Failure 	• Increased weight of 2-3 pounds (or__) in a day OR 5 pounds(or__) in a week • Short of breath, unable to lie flat (using more pillows), cough • Swelling in your ankles, feet, legs, abdomen (feel bloated) or arms • Feel more weak or tired • Dizzy or lightheaded when you get up	• Severe shortness of breath (even at rest), unable to lie flat, trouble sleeping • Cough that does not go away • Sudden or severe chest pain or pressure • Nausea or vomiting • Sweating or fainting
Brain / Stroke 	• Behavior changes • Light-headed, dizzy, confused, headache • Numbness, tingling • Blurred vision/trouble seeing • Trouble with talking or swallowing • Trouble walking, loss of balance or coordination	• Any sudden: • Numbness or weakness of arm or leg (may be on one side of the body), face (drooping, smile uneven) • Loss of memory or confusion, trouble talking or understanding • Fainting (loss of consciousness), seizure, coma • Trouble seeing in one or both eyes • Severe headache with no known reason
Blood Thinner/ Bleeding 	• Heavy bleeding that is difficult to stop from any site including: gums, nose, rectum or vagina, surgical site, etc. • Pink, brown or red urine • Red, dark brown or black tarry bowel movement • Increased bruising or soreness for unknown reason • New groups of 'freckles' in areas like lower legs, ankles or feet • Rapid heart rate and shortness of breath • See stroke section above	• Bleeding you cannot control • Chest or leg/calf pain • Severe abdominal pain • Vomiting blood or looks like coffee grounds • Severe or long-lasting headaches • Fall and hit your head • See stroke section above

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Problem	YELLOW ZONE Call Your Doctor or Nurse Specifically state the reason you are calling	RED ZONE Call 911 or go to the Emergency Room
Diabetes <input data-bbox="170 686 218 735" type="checkbox"/>	• HIGH blood sugar symptoms: Increased thirst, frequent urination, increased hunger, blurred vision, weakness, dry, itchy skin, irritability • Repeated blood sugars greater than: 200 mg/dL for more than 3 days • • LOW blood sugar symptoms: Shakiness, sweating, hunger, headache, fast heartbeat, confusion, changes in vision, irritability • Repeated blood sugars less than 80mg/dL after eating. • <i>If experiencing above symptoms, first test blood sugar (if possible), then treat with a form of sugar such as 3 glucose tablets, ½ glass of juice. Wait 15 minutes and re-check blood sugar. If your blood sugar is still low and symptoms do not go away, eat a light snack such as ½ of a peanut butter or meat sandwich and ½ glass of milk.</i> • Recheck blood sugar in 15 minutes; if still low, <i>call your physician.</i>	• Nausea and vomiting, shortness of breath, fruity breath • Blood sugar greater than 450 mg/dL • If family, friends cannot wake you up • Unconsciousness • Unable to treat low blood sugar at home • Seizures • Low blood sugar not responding to treatment • If family, friends cannot wake you up
Stomach / Gastro-intestinal (GI) <input data-bbox="170 1068 218 1117" type="checkbox"/>	• Abdominal pain, cramping, nausea, vomiting or diarrhea • Problems with bowel movements (poop) or constipation especially if taking pain medicine/opioids • Sudden, unplanned weight loss/gain	• Severe abdominal pain • Gastrointestinal bleeding (blood in bowel movement or in vomit, black tarry looking stools) • Coffee ground vomiting (looks like coffee grounds)
Pain / Opioids <input data-bbox="170 1438 218 1487" type="checkbox"/>	• New pain, or pain is worse and not responding to medication • Not able to do self-care, basic activities or rest comfortably • Taking more pain medicine than doctor prescribed • Sleepy or confused • Sick to your stomach/nausea • Constipation, no bowel movement in 2 days	• Severe pain with no relief with usual treatments • Throwing up (vomiting) • Used naloxone • Slow, loud breathing or no breathing • Extreme sleepiness or confusion • Cold, clammy skin • Muscle weakness • No bowel movement for more than 3 days • Slow heart rate

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Mental or Behavioral Health ☐	• Depressed, nervous, anxious, upset • Suicidal (and have a “crisis safety plan” in place) • Stopped taking medications • Missed mental health appointments	• National Suicide Prevention Lifeline: 800-273-8255 (TALK) • You are having thoughts to harm yourself or others • Have done something to harm yourself or others
Drug or Alcohol Abuse/Disorder ☐	• Buying or trading drugs from friends or family or on the street • Withdrawal signs: ○ Shaky (tremors) ○ Chills or sweat ○ Flu-like symptoms ○ Nausea, vomiting, diarrhea, stomach cramps ○ Trouble sleeping, mind racing ○ Fast heartbeat, trouble breathing • Tolerance: Need more to get same effect • Dependence: Body needs substance to feel and function normally	• For Signs of Substance Use Disorder – seek help 24/7: • SAMHSA's National Helpline: 1-800-662-HELP (4357) • Severe withdrawal signs – may need detox • Severe depression or unstable mood • Feel out of control when taking the substance • Crave the drug (medicine) after completing prescription • Continue to use substance even when it has had a negative effect on physical and/or mental health

Disclaimer / Note: This list does not include all possible symptoms. Please call your doctor if you have any other symptoms that are severe or concern you.

View More Zone Tools: Visit the Resource Library at [TMFNetworks.org](https://www.tmfnetworks.org) and type “zone” in the Search field to see a list of other zone tools on different conditions and topics.

