

# 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	<b>YELLOW ZONE</b> <b>Call Your Doctor or Nurse</b> <b>Specifically state the reason you are calling</b>	<b>RED ZONE</b> <b>Call 911 or go to the Emergency Room</b>
<b>General Symptoms</b>	<ul style="list-style-type: none"> <li>• New pain, or pain is worse and not responding to medication</li> <li>• Blood pressure above or below my normal _____ according to my doctor's instructions</li> <li>• Breathing too fast or slow, or short of breath</li> <li>• Signs of infection: fever, redness, swelling, tenderness</li> <li>• Dizzy, falling, or balance problem</li> <li>• Heart beat or rate does not feel normal</li> <li>• Unexplained bleeding</li> <li>• Change in energy/strength</li> <li>• Unexplained weight loss or appetite</li> <li>• Restless or agitated</li> </ul> <p>* See other sections for more information</p>	<ul style="list-style-type: none"> <li>• Chest pain with nausea, vomiting, sweating</li> <li>• Confusion, not thinking clearly (new, not getting better)</li> <li>• Unable to stay awake, unconscious</li> <li>• Severe shortness of breath</li> <li>• Fell and having severe pain</li> <li>• Severe allergic reaction to medication</li> <li>• Sudden severe (bad) headache</li> <li>• Sudden change in memory</li> </ul> <p>* See other sections for more information</p>

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

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<b>Infection &amp; Sepsis</b>  <input type="checkbox"/>	<ul style="list-style-type: none"> <li>• Hard to breathe or more difficult than usual</li> <li>• Either fever 100 - 101.4 or cold/shivering</li> <li>• Body aches or pain, too tired to do any activities</li> <li>• Infection symptoms are included in other sections below</li> </ul>	<ul style="list-style-type: none"> <li>• Fast breathing, can't catch breath</li> <li>• Fast heart beat or chest pain</li> <li>• Temperature 101.5°F or above, OR 96.8 °F or below (with other symptoms in this section)</li> <li>• Drop in blood pressure, light-headed</li> <li>• Confused, unable to think clearly, tired</li> <li>• Skin becomes warm and flushed</li> <li>• Less urine (pee) output</li> </ul>
<b>Lungs: Pneumonia, COPD, Asthma</b>  <input type="checkbox"/>	<ul style="list-style-type: none"> <li>• Short of breath or wheezing</li> <li>• Cough that gets worse</li> <li>• Change in mucus sputum/phlegm: color (yellow, green, bloody), thicker, has odor or increased amount</li> <li>• Restless, agitated or nervous, shaky</li> <li>• Fever over 101 for 24 hours, chills</li> <li>• Chest pain when breathing</li> </ul>	<ul style="list-style-type: none"> <li>• Hard to breathe, coughing or wheezing that does not respond to medications, inhalers or breathing treatments</li> <li>• Fast or irregular/abnormal heart beat</li> <li>• Blue-to-gray colored lips, face, skin or nails</li> <li>• Coughing up blood</li> <li>• Sudden squeezing of chest with pain</li> <li>• Confusion and agitation</li> </ul>
<b>Urinary</b>  <input type="checkbox"/>	<ul style="list-style-type: none"> <li>• Need to urinate often, or only in small amounts</li> <li>• Pain and burning when urinating (peeing)</li> <li>• Bloody, cloudy, change in urine color, smells bad</li> <li>• Fever greater than 100 for 24 hours with or without antibiotics</li> </ul>	<ul style="list-style-type: none"> <li>• Confused, unable to think clearly</li> <li>• Nausea, vomiting</li> <li>• Fever greater than 100.5/101 degrees or chills, shaking or night sweats (with other symptoms in this section)</li> <li>• Back pain under your ribs or side pain</li> <li>• Bloody urine</li> <li>• Unable to urinate (pee)</li> </ul>

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<b>Wound/ Skin Care</b>  <div data-bbox="186 638 228 678" style="border: 1px solid black; width: 20px; height: 20px; margin: 0 auto;"></div>	<ul style="list-style-type: none"> <li>• Swelling, tender and an area of the skin that feels cooler or warmer to the touch</li> <li>• Change in amount, color (green, yellow or bloody), or drainage smells bad</li> <li>• Increase in pain at wound or injection/infusion (IV) site</li> <li>• Increase in redness/warmth at wound site</li> <li>• May have fever greater than 100.5 degrees/chills</li> <li>• Wound getting larger or deeper, more swelling</li> </ul>	<ul style="list-style-type: none"> <li>• Severe pain in wound or injection/infusion (IV) site, red, warm, smells or oozing pus or drainage</li> <li>• Red streaks extending away from the wound</li> <li>• Signs of worsening infection such as fever greater than 101.5, chills, after being on an antibiotic longer than 48 hours</li> <li>• Vomiting and diarrhea</li> <li>• 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)</li> <li>• Large amounts of bleeding</li> </ul>
<b>Blood Pressure</b>  <div data-bbox="186 995 228 1036" style="border: 1px solid black; width: 20px; height: 20px; margin: 0 auto;"></div>	<ul style="list-style-type: none"> <li>• Repeated high blood pressure readings above: ___/___</li> <li>• You can have high blood pressure but have no symptoms</li> <li>• Symptoms may include headache, nose bleed, blurred vision, ringing in ears, lightheaded, heart palpitations (flutter), facial flushing, or blood spots in eyes</li> </ul>	<ul style="list-style-type: none"> <li>• Severe headache or nosebleed</li> <li>• Lightheaded or dizzy</li> <li>• Change in memory or confusion</li> <li>• Heart beating fast or racing</li> <li>• Pounding in your chest, neck, or ears</li> <li>• Trouble seeing, talking or walking</li> </ul>
<b>Chest Pain – Coronary Artery Disease</b>  <div data-bbox="186 1433 228 1474" style="border: 1px solid black; width: 20px; height: 20px; margin: 0 auto;"></div>	<ul style="list-style-type: none"> <li>• A single episode of chest pain or tightness that goes away within a minute of rest</li> <li>• Increase in chest pain episodes requiring the use of prescribed nitroglycerin</li> <li>• Pain/discomfort in neck, jaw, back, one or both arms, or stomach</li> <li>• Blood pressure is high</li> <li>• Heart beat or rate does not feel normal</li> <li>• Short of breath, weak or dizzy</li> <li>• Indigestion</li> </ul>	<ul style="list-style-type: none"> <li>• Chest pain, pressure or tightness that medication (Nitro glycerin) does not help OR Chest pain that goes away and comes back</li> <li>• Chest discomfort with shortness of breath, sweating or nausea/ vomiting that does not resolve within 1-2 minutes of rest</li> </ul>

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<b>Heart Failure</b> <div data-bbox="180 565 222 605" data-label="Form">☐</div>	<ul style="list-style-type: none"> <li>• Increased weight of 2-3 pounds (or__) in a day OR 5 pounds(or__) in a week</li> <li>• Short of breath, unable to lie flat (using more pillows), cough</li> <li>• Swelling in your ankles, feet, legs, abdomen (feel bloated) or arms</li> <li>• Feel more weak or tired</li> <li>• Dizzy or lightheaded when you get up</li> </ul>	<ul style="list-style-type: none"> <li>• Severe shortness of breath (even at rest), unable to lie flat, trouble sleeping</li> <li>• Cough that does not go away</li> <li>• Sudden or severe chest pain or pressure</li> <li>• Nausea or vomiting</li> <li>• Sweating or fainting</li> </ul>
<b>Brain / Stroke</b> <div data-bbox="180 938 222 979" data-label="Form">☐</div>	<ul style="list-style-type: none"> <li>• Behavior changes</li> <li>• Light-headed, dizzy, confused, headache</li> <li>• Numbness, tingling</li> <li>• Blurred vision/trouble seeing</li> <li>• Trouble with talking or swallowing</li> <li>• Trouble walking, loss of balance or coordination</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Any sudden:</b></li> <li>• Numbness or weakness of arm or leg (may be on one side of the body), face (drooping, smile uneven)</li> <li>• Loss of memory or confusion, trouble talking or understanding</li> <li>• Fainting (loss of consciousness), seizure, coma</li> <li>• Trouble seeing in one or both eyes</li> <li>• Severe headache with no known reason</li> </ul>
<b>Blood Thinner/ Bleeding</b> <div data-bbox="180 1401 222 1442" data-label="Form">☐</div>	<ul style="list-style-type: none"> <li>• Heavy bleeding that is difficult to stop from any site including: gums, nose, rectum or vagina, surgical site, etc.</li> <li>• Pink, brown or red urine</li> <li>• Red, dark brown or black tarry bowel movement</li> <li>• Increased bruising or soreness for unknown reason</li> <li>• New groups of 'freckles' in areas like lower legs, ankles or feet</li> <li>• Rapid heart rate and shortness of breath</li> <li>• See stroke section above</li> </ul>	<ul style="list-style-type: none"> <li>• Bleeding you cannot control</li> <li>• Chest or leg/calf pain</li> <li>• Severe abdominal pain</li> <li>• Vomiting blood or looks like coffee grounds</li> <li>• Severe or long-lasting headaches</li> <li>• Fall and hit your head</li> <li>• See stroke section above</li> </ul>

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<b>Diabetes</b>  <input type="checkbox"/>	<ul style="list-style-type: none"> <li>• <b>HIGH blood sugar symptoms:</b> Increased thirst, frequent urination, increased hunger, blurred vision, weakness, dry, itchy skin, irritability</li> <li>• Repeated blood sugars greater than: 200 mg/dL for more than 3 days</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• <b>LOW blood sugar symptoms:</b> Shakiness, sweating, hunger, headache, fast heartbeat, confusion, changes in vision, irritability</li> <li>• Repeated blood sugars less than 80mg/dL after eating.</li> <li>• <i><b>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, repeat taking a form of sugar and wait 15 more minutes.</b></i></li> <li>• <u>Recheck blood sugar in 15 minutes; if still low, <b>call your physician.</b></u></li> </ul>	<ul style="list-style-type: none"> <li>• Nausea and vomiting, shortness of breath, fruity breath</li> <li>• Blood sugar greater than 450 mg/dL</li> <li>• If family, friends cannot wake you up</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• Unconsciousness</li> <li>• Unable to treat low blood sugar at home</li> <li>• Seizures</li> <li>• Low blood sugar not responding to treatment</li> <li>• If family, friends cannot wake you up</li> </ul>
<b>Stomach / Gastro-intestinal (GI)</b>  <input type="checkbox"/>	<ul style="list-style-type: none"> <li>• Abdominal pain, cramping, nausea, vomiting or diarrhea</li> <li>• Problems with bowel movements (poop) or constipation especially if taking pain medicine/opioids</li> <li>• Sudden, unplanned weight loss/gain</li> </ul>	<ul style="list-style-type: none"> <li>• Severe abdominal pain</li> <li>• Gastrointestinal bleeding (blood in bowel movement or in vomit, black tarry looking stools)</li> <li>• Coffee ground vomiting (looks like coffee grounds)</li> </ul>
<b>Pain / Opioids</b>  <input type="checkbox"/>	<ul style="list-style-type: none"> <li>• New pain, or pain is worse and not responding to medication</li> <li>• Not able to do self-care, basic activities or rest comfortably</li> <li>• Taking more pain medicine than doctor prescribed</li> <li>• Sleepy or confused</li> <li>• Sick to your stomach/nausea</li> <li>• Constipation, no bowel movement in 2 days</li> </ul>	<ul style="list-style-type: none"> <li>• Severe pain with no relief with usual treatments</li> <li>• Throwing up (vomiting)</li> <li>• Used naloxone</li> <li>• Slow, loud breathing or no breathing</li> <li>• Extreme sleepiness or confusion</li> <li>• Cold, clammy skin</li> <li>• Muscle weakness</li> <li>• No bowel movement for more than 3 days</li> <li>• Slow heart rate</li> </ul>

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<b>Mental or Behavioral Health</b> <input type="checkbox"/>	<ul style="list-style-type: none"> <li>• Depressed, nervous, anxious, upset</li> <li>• Suicidal (and have a “crisis safety plan” in place)</li> <li>• Stopped taking medications</li> <li>• Missed mental health appointments</li> </ul>	<ul style="list-style-type: none"> <li>• National Suicide Prevention Lifeline: 800-273-8255 (TALK)</li> <li>• You are having thoughts to harm yourself or others</li> <li>• Have done something to harm yourself or others</li> </ul>
<b>Drug or Alcohol Abuse/Disorder</b> <input type="checkbox"/>	<ul style="list-style-type: none"> <li>• Buying or trading drugs from friends or family or on the street</li> <li>• Withdrawal signs:               <ul style="list-style-type: none"> <li>○ Shaky (tremors)</li> <li>○ Chills or sweat</li> <li>○ Flu-like symptoms</li> <li>○ Nausea, vomiting, diarrhea, stomach cramps</li> <li>○ Trouble sleeping, mind racing</li> <li>○ Fast heartbeat, trouble breathing</li> </ul> </li> <li>• Tolerance: Need more to get same effect</li> <li>• Dependence: Body needs substance to feel and function normally</li> </ul>	<ul style="list-style-type: none"> <li>• For Signs of Substance Use Disorder – seek help 24/7:</li> <li>• SAMHSA's National Helpline: 1-800-662-HELP (4357)</li> <li>• Severe withdrawal signs – may need detox</li> <li>• Severe depression or unstable mood</li> <li>• Feel out of control when taking the substance</li> <li>• Crave the drug (medicine) after completing prescription</li> <li>• Continue to use substance even when it has had a negative effect on physical and/or mental health</li> </ul>

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.



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