

## NEED SOME MEDICAL ADVICE?

### Some Medical Reasons To Call A Nurse Health Line:

- Arm or leg pain/minor injury
- Constipation
- Cough, Cold and Flu Symptoms
- Cuts/Scrapes
- Dental Problems
- Diarrhea
- Earaches or Ear Pain
- Eye Pain/Drainage
- Fever
- Generalized Weakness
- Mild Headache
- Minor Burns
- Minor Pain
- Muscle Problem
- Minor Nosebleed
- Rash
- Sore Throat
- Sprains/Strains
- Vomiting

### What is a Medical Emergency?

A medical emergency is any event that you reasonably believe threatens a life or limb in such a way that immediate medical intervention is required to prevent death or serious health impairment. When in doubt err on the side of caution and place the call to 9-1-1.

## NEED SOME RESOURCES?

### Other Resources That Are Available To Help You

Senior Resource Agency (SRDA)  
(719) 545-8900

- Family Caregiver Support program
- Foster Grandparent Program
- Helping Elders Live Program (HELP)
- Homemaker Program
- Lifeline
- Meals on Wheels/Nutrition services
- Recreation
- Retired & Senior Volunteer Program (RSVP)
- Aging & Disability Resource for Colorado (ADRC)
  - **2-1-1 (Information Line)**
  - State Health Insurance Program (SHIP)
  - Connect for Health Colorado (C4HCO)
- Transportation Services

Pueblo County Health Department. . . . . (719) 583-4300

Pueblo Community Health Center. . . . . (719) 543-8711

Health Solutions. . . . . (719) 545-2746

Health Colorado . . . . . (800) 432-9553

VA Outpatient Clinic Pueblo. . . . . (719) 553-1000

Home Health Care of Pueblo  
(List of Home Health Care Agencies at  
[www.pueblo.us/93/Fire-Department](http://www.pueblo.us/93/Fire-Department))

GET THE **RIGHT CARE**

AT THE **RIGHT PLACE**

AT THE **RIGHT TIME**

Is This. . . .

- An Emergency?
- Not An Emergency?

Should I . . . .

- Call 911?
- Call My Doctor?
- Call My Home Health Care Provider?
- Call a Nurse Health Line?
- Go to Urgent Care?
- Go to the ER?
- Have Someone Drive Me to the ER?
- Go to the ER by Ambulance?

## City of Pueblo Fire Department

1551 Bonforte Blvd, Pueblo CO 81001  
719-553-2830  
[www.pueblo.us/93/Fire-Department](http://www.pueblo.us/93/Fire-Department)

## EMERGENCY

### WHEN TO CALL 9-1-1

- A Fire
- Smoke or Carbon Monoxide Alarm
- Smoke in a Building
- Hazardous Chemical Spills
- Criminal Activity
- Motor Vehicle Accident
- Any Threat to Life or Limb
- Medical Emergencies which include, but are not limited to:
  - Altered Mentation
  - Loss of Consciousness
  - Broken Bone/Dislocated Joint
  - Chest Pain
  - Choking
  - Difficulty Breathing
  - Drowning
  - Fainting or Dizziness
  - Overdose/ Poisoning
  - Severe Allergic Reaction
  - Severe Burns
  - Seizures
  - Sudden Slurring of Words
  - Difficulty Speaking
  - Facial Drooping
  - Weakness or Numbness on One Side of the Body
  - Uncontrolled Bleeding
  - Sudden Vision changes
  - If someone is threatening to hurt or kill themselves or someone else

## NOT AN EMERGENCY

### When Not to Call 9-1-1

- Minor pain or Minor Injury
- Cold or Flu like Symptoms
- Sore Throat
- For a Ride to a Doctor's appointment
- To Get a Prescription Filled
- To Receive Quicker Attention In The Emergency Room.
  - Patients arriving by ambulance will not get faster medical treatment. All patients arriving by ambulance will go through the same triage system as the people who arrive by private auto.
- In a Power Outage (Unless medical equipment depends on power)



The above issues may require medical treatment, or other types of help but, most likely do not require an emergent ambulance response. Calling 9-1-1 for non-emergency events could tie up valuable resources and put a life at risk!

### NEED A RIDE?

#### Non-Emergent Medical Transportation and Non-Medical Transportation

Golden Gate Manor	.....(719) 543-2525
AMR Medical Transportation	..... (719) 545-9631
Coach Transportation	.....(719) 391-4444
Senior Resource Agency (SRDA)	..... (719) 545-8900
MEDRIDE	..... (719) 545-3333

**Make Sure You Call And Schedule In Advance!**

## SO MANY CHOICES

### PCP, Home Health Care, Urgent Care, ER, or 911?

#### Primary Care Physician (PCP)

A PCP is the first place to go for common medical problems. The PCP has a comprehensive understanding of their patient's medical history and they specialize in long-term care. The role of the PCP is to provide treatment for illness/injury, treat chronic medical problems, and make a diagnosis when new symptoms develop.

#### Home Health Care

Home Health care is an extension of the PCP. Home health care offers a wide range of services to their clients and are often able to answer questions and address many situations without the client having to leave their home.

#### Urgent Care Facility

Urgent care (walk-in) facilities are equipped to treat common medical problems and minor injuries. These facilities are great resources when you need medical care but are not comfortable waiting for the next available appointment with your PCP. No appointment is necessary, and they offer a great way to access fast medical care.

#### Emergency Room (ER)

The purpose of an ER is to treat and stabilize seriously ill and injured patients. The ER uses a triage system to sort patients according to the severity of their illness or injuries. Patients with serious medical issues will be evaluated and treated before the patients with minor medical issues.

#### 911

The 911 system was developed as an easy way for citizens to get help during an emergency. 9-1-1 should be used ONLY in emergency situations. When in doubt of whether a situation is an emergency, call 9-1-1.