

# KNOW WHERE TO GO

When your child has an illness or injury, it can be extremely confusing on where you should go for care. Can you treat them at home? Should you go to the ER or urgent care?

Below are suggestions on where to take your child according to their symptoms. Remember, if your child is experiencing a life-threatening emergency like difficulty breathing, severe pain or seizures, or injury, it is best to call 911.

## VIRTUAL VISIT

[childrens.com/virtualvisit](https://www.childrens.com/virtualvisit)

- Allergies (itchy watery eyes, sneezing, runny nose and hives)
- Common colds (including cough, runny nose and sore throat)
- Ear, nose and throat infections
- Fevers (100.4 or higher)
- Flu (fever, aching muscles, chills, headache, dry cough, weakness)
- Insect bites
- Mild burns
- Pink eye
- Rashes
- Sinusitis (sinus headache, facial tenderness, pressure in ears, congestion)
- Skin infections (pus, red skin around injury, blisters, sores)
- Download the app or sign up online at [childrens.com/virtualvisit](https://www.childrens.com/virtualvisit) to start your visit from anywhere



## URGENT CARE

[childrens.com/urgentcare](https://www.childrens.com/urgentcare)

- Animal or complex insect bites
- Dehydration (dark yellow urination, dizzy, fainting, dry skin)
- Fevers (100.4 or higher)
- Flu (fever, aching muscles, chills, headache, dry cough, weakness)
- Fracture care (swelling or bruising, pain that increases when injured area is moved)
- Infections
- Persistent vomiting or diarrhea
- Productive coughs (cough that produces mucus)
- Rashes
- Cold symptoms (cough, congestion, wheezing, shallow or labored breathing)
- Sprains, strains, broken bones and other minor traumas
- Sore throat (child complains it hurts to swallow)
- Wounds requiring stitches (deep cuts, cuts more than half-inch long)

## EMERGENCY ROOM

[childrens.com/er](https://www.childrens.com/er)

- Any change in behavior following loss of consciousness, especially after a head injury
- Bleeding you can't stop
- Blue or purple skin or lips
- Burns or smoke inhalation
- Choking
- Electric shocks
- Losing consciousness
- Loose or knocked out teeth or other injuries to the mouth or face
- Poisoning (call the Poison Control Center first at 1-800-222-1222)
- Seizures (losing consciousness, muscle spasms, drooling or foaming at mouth, falling)
- Steadily decreasing responsiveness
- Sudden impact injuries, such as from a car or bicycle accident, or falls from heights
- Trouble breathing, including asthma that is not improving with home treatments
- Call 911 for life-threatening emergencies