

LEVEL OF CARE GUIDE

DECISION SUPPORT GUIDE FOR PATIENTS / FAMILIES

Feeling ill - What are your signs or symptoms?

PCP Treatable Conditions

1-Call office for Appointment, or 2-Go to Commonwealth Extended Care (CEC*)

- Chronic condition follow-up
- Recurrent Headaches, Dizziness, Vertigo
- Balance issues, Tingling in hands or feet
- Anxiety, Depression, Memory concerns
- Chronic respiratory symptoms
- Ongoing Ear pain or Ringing
- Allergies, Sinusitis, Mild Allergic reaction
- High or Low blood pressure
- Palpitations, Fast or Irregular Pulse
- Swelling in hands, feet, face or legs
- Gastritis, Reflux, Constipation, Hemorrhoids
- Irritable bowel symptoms, Colitis
- Loss of appetite, Weight gain or loss
- Increased thirst or hunger
- High or low blood sugar
- Urinary Burning, Leaking, Urgency, Frequency
- Cellulitis, Suspicious skin lesion
- Changes in Hair – loss, thinning, excess
- Persistent Joint or Back pain, Joint injections
- Tetanus shots (commercial insurance only)
- Tetanus shots (Medicare - go to Pharmacy)

Urgent / Non-Emergent Conditions

1-Call On-Call Provider, 2-Go to CEC*, 3-Urgent Care or 4-Call Dispatch Health for home visit

- Mild/Moderate Headache
- Significant Cough, Sore throat, Ear Pain
- Worsening Asthma or bronchitis
- Worsening Cold, Flu or Sinus symptoms
- High blood pressure
- High or low blood sugar
- Persistent Nausea, Vomiting or Diarrhea
- Severe Constipation or Gastritis
- Urinary symptoms, or Blood in urine
- Joint pain, Back Pain or Sprain/Strain
- Cuts, abrasions or minor burns
- Cellulitis, Significant rash or sunburn
- Minor injuries, including car accident

Emergent Conditions

Call 911 or Go to Nearest ER

- Chest Pain
- Shortness of breath or wheezing
- Facial weakness/numbness
- Slurred speech
- Mental confusion
- Sudden loss of consciousness
- Severe head or eye injury, severe headache
- Severe headache
- Bleeding that persists, or with pregnancy
- Severe abdominal pain
- Vomiting blood or Rectal bleeding
- Motor vehicle accident with severe injuries
- Possible broken bone
- Poisoning

* (CEC) Commonwealth Extended Care
1800 Glenside Drive, Richmond 23226

No appointment needed; 7 Days/Wk. except major holidays

3/17/2022



Website: www.cpcva.com