

## Thrive Emergency Call Information

### ***Announcement:***

To our amazing Thrive family,

We want to inform you about an update regarding the emergency call services at our office. We are committed to providing the best care for your children, even during nights, weekends, and holidays. Our emergency call service is an extension of this commitment, allowing us to be available for urgent needs outside of regular office hours.

Please note that outside of office hours, our providers are responding to these calls from their homes. To assist you efficiently and to make the best use of these services, we have compiled some important information for you to review before making a call. This step ensures that your urgent concerns are addressed promptly and appropriately.

We also want to inform you that this service is intended for true emergencies. If you choose to be transferred to the on-call provider you will incur a \$50 charge. This policy helps us maintain the collaborative nature of our practice, while protecting the efficiency and availability of emergency services for those in genuine need.

Thank you for your understanding for helping us serve you better!!

Your Thrive team

### ***Information to be listed on website:***

#### Accidental Ingestion:

If you suspect your child has ingested something they shouldn't have, please immediately call Poison Control at 1-800-222-1222. They are experts in handling these situations and can guide you through the necessary steps.

#### Allergic Reaction:

If you suspect your child is having an allergic reaction we recommend the following action:

Mild symptoms, like a rash, hives, or a brief episode of vomiting can often be managed initially at home. In these cases, you can give an appropriate dose of Zyrtec or Claritin, but it's crucial to follow the dosing instructions based on your child's age and weight. We recommend visiting the "Parent resources" tab on our website for a chart that will give you the appropriate amount to give your child based on their current weight. Zyrtec or Claritin can be given safely every 6

hours as needed. Remove the suspected allergen until meeting with a provider. We will be happy to see you in office at the next available opportunity.

If the reaction is more severe, such as swelling of the lips, tongue, face, or if your child is coughing, wheezing, has difficulty breathing, or loses consciousness, it's a medical emergency. Give Zyrtec or Claritin and call 911 immediately and seek emergency medical services without delay.

### Constipation:

If your child is experiencing constipation, it's important to understand that while it can be very uncomfortable, it's generally not a medical emergency. In fact, it's not uncommon for children to go up to 10-14 days without passing a stool.

Here are our recommendations for managing constipation:

- **Increase hydration:** Encourage your child to drink more water. Adequate hydration is key in alleviating constipation. Over the age of 6 months, children can drink water, pedialyte or coconut water to increase hydration.
- **Increase fiber intake:** Include high fiber foods in their diet. Options like prunes, pears, and aloe vera juice can be particularly effective. Fiber gummies are available over the counter.
- **For infants:** if your baby is constipated, gentle belly massages, bicycle kicks with their legs, or a warm back may help stimulate their bowels.
- **Dietary adjustments:** Consider cutting back on foods that can contribute to constipation. Common culprits include bananas, gluten, and dairy products.

If your child's constipation is persistent, accompanied by severe pain, or if you have any concerns, please contact our office during office hours for further advice or to schedule an appointment.

### Fevers:

*The definition of a true fever is 100.4F or greater. Fevers are a sign that your child's immune system is fighting an infection. All fevers can last up to 3-5 days.*

We understand that fevers in your child can be alarming and a source for concern. However, it's important to remember that most fevers can be effectively managed at home. There is no specific temperature that automatically requires an emergency room visit.

For managing fevers at home, we recommend using Tylenol (acetaminophen) and Ibuprofen. These medications can be alternated every three hours to help reduce the fever and make your child more comfortable.

The dosing for these medications is based on your child's weight. If you are unsure of the dosage, we recommend visiting the "Parent resources" tab on our website for a chart that will give you the appropriate amount to give your child based on their current weight.

If your child is under 6 months old, they should only be given Acetaminophen. Ibuprofen is not recommended for infants younger than 6 months.

*If your child is under 2 months old and has a true fever **over 100.4 F rectally**, we recommend calling the on-call provider to discuss next steps.*

### Head injury:

Head injuries happen frequently in young children. Here is some guidance on when to monitor at home and when to seek emergency services.

Mild swelling - it's not uncommon for children to have mild swelling at the site of the injury. This can be a normal response to a head bump. You can apply a cold compress to the area to help reduce the swelling. However if the swelling is significant, or if it's accompanied by any of the symptoms mentioned below it's important to seek medical attention.

Seek immediate medical attention in the following instances:

- **Loss of Consciousness:** If the child has lost consciousness for any period of time after hitting their head, it is crucial to go to the emergency room immediately. Even a brief loss of consciousness can be significant
- **Vomiting:** If the child vomits following the injury, this could be a sign of a concussion or more serious brain injury. Seek emergency medical attention
- **Behavioral changes:** Observe if the child is acting differently from their normal behavior. Changes in behavior, especially increased irritability or confusion, warrant immediate medical evaluation.
- **Sleepiness:** If the child is unusually sleepy or difficult to wake up after a head injury, this could indicate a more serious issue. It's important to have them evaluated by a healthcare professional.
- **Laceration:** If there is a cut or laceration on the head that may require stitches, visit the emergency room or an urgent care facility for proper wound care and further assessment.

*If an infant has fallen or been dropped, please call the on-call provider for further discussion of next steps.*

### Rash:

Rashes are not often a medical emergency. If your child develops a rash after hours please try to manage it at home initially. We are unable to receive pictures outside of office hours, at night

or on a weekend. Please document your rash and its progression and we will be happy to review it with you and provide further guidance during office hours.

- **Diaper rashes:** we recommend using aquaphor or zinc oxide. These products are effective in soothing and protecting skin.
- **Suspected bacterial infections:** If you suspect the rash might be due to a bacterial infection, applying topical over the counter antibiotic ointment and using epsom salt soaks several times per day can be beneficial.
- **Bug bites:** For bug bites you can apply benadryl ointment to reduce itching and swelling. An oatmeal bath can also be soothing. Additionally the homeopathic medication Apis can be used for its anti-inflammatory properties.
- **Itchy rashes:** If the rash is particularly itchy, oatmeal baths are helpful along with giving your child Zyrtec or Claritin up to every 6 hours as needed. Be sure to use the correct dose for your child's weight.

#### Upper Respiratory Infection:

Upper respiratory infections are common in children and infants. Oftentimes they are easily managed at home. It's crucial, however, to differentiate between situations that require immediate medical attention and those that can be managed at home.

#### Seek Immediate Medical Attention If:

- Rapid breathing: over 60 breaths per minute for an extended period of time
- Use of accessory muscles: noticeable effort in breathing using additional muscles such as belly muscles, sinking chest, or nostrils flaring.
- Refusing to eat or take a pacifier: particularly concerning in infants
- Listlessness: unusual lethargy or unresponsiveness
- Unusual sounds with breathing: High pitched noises, wheezing, or grunting.
- Color change: any discoloration like bluish skin.

#### Home Management of Minor Colds:

- Nasal suction: for infants and babies suction their nose before every feeding
- Hydration: Offer frequent fluids. This includes breastmilk or formula for younger children and water, Pedialyte, or juice for older ones.
- Fever management: Use fever reducing medications and follow dosing instructions.
- Humidifier or steamy shower: place a cool-mist humidifier near your child's bed at night to help ease breathing or you can sit with them in a bathroom with a steamy shower to help ease congestion.
- Homeopathic medications: Products like Cold Calm, Cold Calm baby, and V-Clear can be used, please follow the dosing instructions on the box.

Viral illnesses and colds may peak around day 3-5 and last for 5-7 days. If symptoms are persisting or you'd like to be seen by a provider, follow up during office hours and we would be happy to schedule an appointment.

## Vomiting and Diarrhea:

If your child is experiencing vomiting or diarrhea, most cases can be effectively managed at home. The key is to prevent dehydration by modifying their diet and ensuring they receive enough fluids.

### Managing fluid intake:

- Offer frequent, small amounts of fluid to your child. This can prevent dehydration without overwhelming their stomach.
- Continue breastfeeding or formula feeding, offer smaller amounts more frequently.
- For any older children, consider giving oral rehydration solutions like Pedialyte, coconut water, Gatorade, or Body Armor. These help replace lost water, salts, and sugars.

### Feeding after vomiting stops:

- Once your child has stopped vomiting for several hours and can keep fluids down you can gradually reintroduce food, even if diarrhea continues.
- Start with a bland diet. Suitable options include rice, applesauce, bananas, yogurt or crackers.
- Avoid dairy products until the child's stomach feels normal. Start with small, light meals.
- Steer clear of fried, greasy foods, and those high in fat and sugar

### Medications:

- You may start or increase the dosage of a probiotic to support gut health
- You may use the homeopathic medication, Nux Vomica, 5 pellets three times daily to help with nausea and vomiting.

### When to seek emergency care:

- If there's blood in the diarrhea or vomit
- If your child appears seriously ill or is unable to keep anything down
- If they are not urinating at least every 8 hours
- If the child is not waking up easily or is unusually lethargic.
- If they are in severe pain and cannot be comforted.

Illness typically improves within 12-24 hours. However, if any of the above severe symptoms occur, or if you have any concerns about your child's condition, please seek medical attention immediately.