

Know Before You Go



What to do and where to go when your child is not feeling well ...

Primary Care

Your child's primary care provider knows the most about your child's health, so always call them first if it is not a medical emergency.

- Same-day sick appointments, including weekend and evening hours, are available at many offices.
- 24 hours a day, 365 days a year there is a nurse line available that can recommend the best care option for your child, just by calling your pediatrician's office, even when the office is closed.

In the event of a medical emergency please be sure to dial 911 or go to your nearest emergency room.

There are also some other care options if needed:

Symptom Checker*

Provides you with the best care option for your child at nearby locations.

Telehealth*

Allows you to speak with a provider weekdays **7 a.m. to 10 p.m. and weekends/holidays 8 a.m. to 9 p.m.**, to determine the best care option for your child from the convenience of your own home.

Extended and Walk-in Clinic Hours*




Several Nemours Children's clinics and Urgent Care, have extended and walk-in hours.

*Available in the Nemours Children's MyChart app or at www.nemours.org.



Learn more by scanning the QR code.

Know what to do.

CHILD'S SYMPTOMS	WHAT TO DO
Earache, sore throat or cough	 <p>First, call your child's doctor.</p> <p>Calling after hours? Our offices have providers on call 24/7.</p> <p>Your primary care provider may recommend urgent care for your child. PM Pediatrics is Nemours Children's preferred urgent care.</p>
Fussing that can't be soothed (in babies)	
Urinary symptoms like burning, itching or frequency	
Cold symptoms	
Fever (fever in babies younger than 1 month)	
Pinkeye	
Depression or behavioral concerns	
Possible mild allergic reaction, with no severe symptoms	
Asthma flare-up	
Stomach pain or vomiting/diarrhea	
Something stuck in ear or nose	
Possible muscle strains and sprains	
Animal or insect bite	
Minor skin irritation (cut, burn or rash)	
Poisoning by ingestion, but acting normal	
Trouble breathing	 <p>Go to the nearest emergency room.</p>
Confusion, not acting like themselves	
Cut that won't stop bleeding	
Head injury with vomiting, sleepiness, fainting or seizure	 <p>Call 911 immediately.</p>
Broken bone sticking through the skin	
Unconscious, will not wake up	
Choking and turning blue	
Signs of severe allergic reaction with vomiting, difficulty breathing, wheezing, tongue/mouth swelling	
Seizure	

Telehealth visits with Nemours Children's providers are available from 7 a.m. to 11 p.m. on the Nemours Children's MyChart app. **Download the Nemours Children's MyChart app for telehealth visits and more.**

