

## Urgent IBD Care Plan

Significant symptoms that you hope to be addressed within hours

PLEASE CALL THE URGENT CARE HOTLINE

Phone Number

If no immediate answer, leave a message and we aim to return your call within 1 hour between 8:30am and 4:30pm (Monday-Friday)

If you have not heard back within the hour, please call

Phone Number and request that the secretary page the IBD Nurse

If calling outside of those hours, you can either leave a message which will be returned first thing the next business day OR call Phone Number and ask for the GI fellow on call

### Examples of when to call the urgent care hotline

#### YES Urgent

- New severe abdominal pain
- New anal pain
- Fever that doesn't go away
- Vomiting that doesn't stop
- Continuous rectal bleeding

#### NOT Urgent

- Medication refills
- Prior authorizations
- Change in insurance
- Appointments/scheduling
- New, non-severe symptoms
- Long-standing or occasional symptoms
- General questions

For EMERGENCIES that can't wait 1 hour call 911 or visit the closest ED

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