***CLINIC LOGO HERE***

**Urgent IBD Care Plan**

If you are experiencing significant and/or urgent symptoms that you hope to have addressed within hours:

**PLEASE CALL 111-111-1111**

If no immediate answer, leave a message and we aim to return your call within

1 hour between 8:30 am and 4:30 pm (Monday – Friday).

If you have not heard back from us within the hour, please call 222-222-2222 and request that the secretary page the IBD Nurse.

If calling outside of the hours listed above, you can either leave a message (which will be returned first thing the next business day) OR call 222-222-2222 and ask for the Gastroenterology Fellow on call.

**URGENT**

* New, severe, or worsening abdominal pain
* New, severe, or worsening anal pain
* Diarrhea for more than 2 days
* Fever over 101°F (38.3°C) that doesn’t go away
* Vomiting that doesn’t stop
* Continuous rectal bleeding
* Any sudden, severe symptoms
* Passing out or feeling like you might pass out

**NOT URGENT**

* Medication refills
* Prior authorizations
* **Insurance questions**
* **Change in insurance**
* Appointments/scheduling
* Long-standing symptoms
* Occasional symptoms
* Non-severe symptoms
* Review test results
* General questions

**For EMERGENCIES that can’t wait for a call back:**

Call 911 or visit the closest Emergency Department