**RECEPTIONIST GUIDE TO DEALING WITH EMERGENCIES**

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| SYMPTOMS REQUIRING EMERGENCY ACTION |
| * Chest pain **or** chest tightness (Chest pain lasting longer than 20 minutes **or**that is associated with sweating, shortness of breath or radiation to another part of the body)
* Severe heart palpitations
* Sudden onset of weakness, numbness **or** paralysis of the face, arm **or** leg
* Severe breathing difficulties - can only speak in short sentences
* Unconsciousness
* Uncontrollable bleeding
* Vomiting blood
* Sudden collapse**or** unexplained fall
* Unexplained fitting
* Infant/ toddler that is fitting
* Assault using a weapon
* Fall from greater than the patient's own height
* Suspected spinal injury
* Moderate or severe burns
* Severe pain for any reason
 | * Any overdose, poisoning **or** attempted suicide
* A suspected severe allergic reaction/ anaphylaxis
* Fainting
* Broken bones **or** dislocated joints
* Deep cuts that require sutures
* Head injuries - where there has been a loss of consciousness or persistent dizziness and/or vomiting
* Embedded object in the eye
* Severe flu-like symptoms **or** coughing up blood
* Sudden change in mental state or difficulty speaking
* Sudden changes in vision
* Persistent high fever despite medication
* ​​Young children who have stopped drinking or passing urine
* ​Any sudden or severe pain
* Pregnancy - reduced movement, abdominal pain or vaginal bleeding
* Severe testicular pain
* Sudden onset swollen limb
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| ADVISE CALLER TO CALL 999 OR GO TO A&E IMMEDIATELY.IF IN DOUBT SPEAK TO GP OR NURSE PRACTITIONER IMMEDIATELY FOR HELP |