

HouseCalls Online



Description – HouseCalls Online contains self-care guidelines for use by your customers: patients, parents of sick children, community members, and employees. It is designed specifically for use on your website.

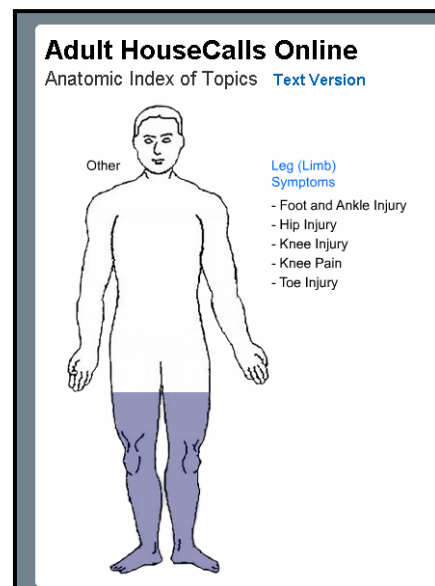
Purpose – To support your customers with the information they want and need:

- ❖ Decision support, not just health information
- ❖ Determine how sick they or their children are
- ❖ Determine if and when they need to call a doctor
- ❖ Learn how to relieve symptoms of minor illnesses

Topics - The 80 Pediatric topics and 77 Adult topics cover the most frequently encountered symptoms for children and adults, authored by Drs. Barton Schmitt and David Thompson. Their triage protocols are used in more than 400 call centers and 10,000 physician practices nationwide.

Format – Available in HTML and WORD format, in both English and Spanish.

How it Works – Users would access HouseCalls Online if they have a symptom or healthcare concern. They can search for the appropriate self-care topics by anatomical and/or alphabetical symptom lists. The alphabetical list version is categorized by body part or related group. Using the interactive version, users would move their cursor over the anatomical model (see model to the right). As they do so, sections of the model are highlighted, and the corresponding listing of topics appears. In this example, leg symptoms are highlighted, which leads to options for toe, foot, ankle, knee and hip injury or pain. The user simply selects the most appropriate topic which links to the corresponding selfcare guide.



Once selected, each topic contains three components:

- ❖ Main Symptom Description – an overview of the symptoms covered in this topic
- ❖ Decision Chart - the ranking of symptom acuity that places the illness into one of five categories
- ❖ Home Care Advice - instruction for home care and symptom relief of minor issues

HouseCalls / Pediatric / Insect Bite

Insect Bite

Information - Main Symptoms

Information

- Main Symptoms

When to Call Your Doctor

Home Care Advice

Printable Version

Anatomic Index of Topics

Prev Next

If this is an emergency call 911 NOW

Main Symptoms

- Itchy Insect Bites: Bites of mosquitoes, chiggers (harvest mites), fleas, and bedbugs usually cause itchy, red bumps.
- Painful Insect Bites: Bites of horseflies, deer flies, gnats, fire ants, harvester ants, blister beetles, and centipedes usually cause a painful, red bump. Within a few hours, fire ant bites can change to blisters or pimples.
- This topic excludes bees, ticks and spiders.
- A severe life-threatening allergic reaction is called anaphylaxis.

See More Appropriate Topic (instead of this one) if

- BEE OR YELLOW JACKET STING
- SPIDER BITE
- TICK BITE

Disclaimer: The information is for educational purposes only. You assume full responsibility for how you choose to use this information.

Pediatric HouseCalls Online - Copyright © 2005 LVM Systems - Copyright © 2000-2005 Barton Schmitt, M.D. FAAP - Reviewed 8/2005 - Revised 8/2005

HouseCalls / Pediatric / Insect Bite

Insect Bite

When to Call Your Doctor - Call 911 Now

Information

When to Call Your Doctor

- Call 911 Now
- Call Your Doctor Now
- Call Your Doctor Within 24 Hours
- Call Your Doctor During Weekday Office Hours
- Parent Care at Home

Home Care Advice

Printable Version

Anatomic Index of Topics

Prev Next

If this is an emergency call 911 NOW

Call 911 Now (your child may need an ambulance) if

- Difficulty breathing or wheezing
- Hoarseness or cough with rapid onset
- Difficulty swallowing or slurred speech with rapid onset
- Previous severe allergic reaction to same insect bite

NOTE: Anaphylaxis can occur with bee, yellow jacket, wasp, or fire ant stings (rarely with other insects). Onset usually is within 20 minutes.

First Aid Advice for Anaphylaxis

- Give epinephrine injection if you have an anaphylactic kit
- Inject it into the muscle of the upper outer thigh

Yes ✓ No ✗

Disclaimer: The information is for educational purposes only. You assume full responsibility for how you choose to use this information.

Pediatric HouseCalls Online - Copyright © 2005 LVM Systems - Copyright © 2000-2005 Barton Schmitt, M.D. FAAP - Reviewed 8/2005 - Revised 8/2005

HouseCalls / Pediatric / Insect Bite

Insect Bite

Home Care Advice - Itchy Insect Bites

Information

When to Call Your Doctor

Home Care Advice

- Itchy Insect Bites
- Painful Insect Bites
- Antibiotic Ointment
- Expected Course
- Call Your Doctor If
- Prevention
- DEET Products: Apply to skin
- Permethrin Products: Apply to Clothing
- Picardin Products

Printable Version

Anatomic Index of Topics

Prev Next

If this is an emergency call 911 NOW

Itchy Insect Bites (including all mosquito bites)

- Apply calamine lotion or a baking soda paste.
- If the itch is severe, use 1% hydrocortisone cream (no prescription). Apply 4 times a day until the itch is less severe, then switch to calamine lotion.
- Also apply firm, sharp, direct, steady pressure to the bite for 10 seconds. A fingernail, pen cap, or other object can be used.
- If the bite is very itchy after local treatment, try an oral antihistamine (e.g. Benadryl). Sometimes it helps, especially in allergic children.

Disclaimer: The information contained in these topics is not intended nor implied to be a substitute for professional medical advice, it is provided for educational purposes only. You assume full responsibility for how you choose to use this information.

Pediatric HouseCalls Online - Copyright © 2005 LVM Systems - Copyright © 2000-2005 Barton Schmitt, M.D. FAAP - Reviewed 8/2005 - Revised 8/2005

HouseCalls uses the following **Decision Chart**:

- ❖ Call 911 Now (you may need an ambulance)
- ❖ Call Your Doctor Now (night or day)
- ❖ Call Your Doctor Within 24 Hours (between 9 am and 4 pm)
- ❖ Call Your Doctor During Weekday Office Hours
- ❖ Self Care at Home

Review and Update – The authors, Drs. Barton Schmitt and David Thompson, review the content and update the topics annually.

Benefits to your Organization

- Private label to instill loyalty to your organization (not to a commercial vendor)
- Offloads community access calls to the ED and urgent care
- Offloads calls to physician practices after hours
- If your organization operates a nurse advice call center:
 - Consistent with other Schmitt content used worldwide
 - Offloads a percentage of community access calls and/or calls for which charges aren't covering costs

Benefits to your Customers

- Provide decision support, not just health information
- Determine if and when you need to call your doctor
- Learn how to relieve symptoms of minor illnesses

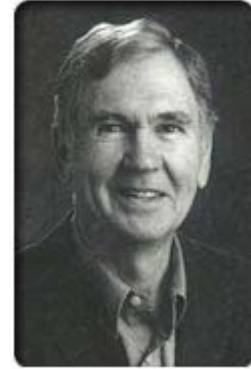
Selected HouseCalls Customers include:

Evergreen Healthcare	www.evergreenhealthcare.org
Intermountain Health (IHC)	www.ihc.com
Erlanger Health System	www.erlanger.org
Marshfield Clinic	www.proactivehealth.com
Banner Health	www.bannerhealth.com
San Juan Regional Medical Center	www.sanjuanregional.com
Mercy Medical Center	www.mercycare.org/kids
St. Elizabeth Regional Health Center	www.saintelizabethonline.com
Aurora Healthcare	www.aurora.org
Methodist Healthcare System	www.mhshealth.com
Saint Louis Children's Hospital	www.stlouischildrens.org
Lucile Salter Packard Children's Hospital	www.lpch.org
Children's Hospital - San Diego	www.chsd.org

About the Authors:

Barton D. Schmitt, M.D., FAAP

- Professor of Pediatrics at the University of Colorado School of Medicine
- Medical Director of the After-Hours Call Center at Children's Hospital, which covers evening and weekend calls for over 200 pediatricians and family physicians in Colorado and Wyoming.
- Director of General Consultative Services at The Children's Hospital, including the Sleep Disorder Clinic, Diagnostic Dilemma Clinic and Enuresis-Encopresis Clinic.
- Author of over 100 articles and chapters on pediatric health care, 6 books and the clinical content for 6 software programs for physicians. Includes the following:
 - The first book on pediatric telephone triage (Pediatric Telephone Advice, 1980)
 - The first computerized pediatric telephone triage algorithms (NHES, 1994)
 - The American Academy of Pediatrics publishes the printed version of his triage guidelines (Pediatric Telephone Protocols)
 - The award-winning child care book (Your Child's Health)
- Degree in Chemical Engineering from Yale University. Doctorate of Medicine from Cornell University. Pediatric residency completed at the University of Minnesota.



David A. Thompson, M.D., FACEP

- Assistant Medical Director (Operations) and Vice-Chair of the Department of Emergency Medicine at MacNeal Hospital. Former Medical Director and Chair of the Department of Emergency Medicine for six years.
- Former Medical Director of the MacNeal Health Network Medical Call Center for five years.
- Clinical Instructor in Medicine at the University of Chicago.
- Actively involved in information technology and quality assurance, including:
 - Leadership role in guiding hospital IT infrastructure towards improved physician workflow through Internet technology.
 - Chair or member of both hospital-based and national quality assurance committees; developed database and educational tools to promote benchmarking and quality improvement.
 - Developed software & served as lead editor for one of the earliest emergency medicine CME computer based training programs (Illinois College of Emergency Physicians 1993).
- Lecturer in the area of telephone triage and advice.
- Author of book: *Adult Telephone Protocols: Office Version*. Elk Grove Village, IL: American Academy of Pediatrics; 2004.
- Author of numerous medical articles; special research interest: patient satisfaction.
- Bachelor of Science degree in engineering from the University of Illinois. Doctorate of Medicine from University of Illinois. Combined residency in Internal Medicine and Emergency Medicine completed at Northwestern Memorial Hospital (Northwestern University).



Adult HouseCalls Topics

Abdomen (GI) Symptoms

- Abdominal Pain, Female
- Abdominal Pain, Male
- Abdominal Pain, Upper
- Constipation
- Diarrhea
- Vomiting

Arm and Leg (Limb) Symptoms

- Finger Injury
- Foot and Ankle Injury
- Hand and Wrist Injury
- Hip Injury
- Knee Injury
- Knee Pain
- Toe Injury

Bites & Stings

- Animal Bite
- Bee Sting
- Insect Bite
- Snake Bite
- Spider Bite
- Tick Bite

Breathing and Chest Symptoms

- Asthma
- Chest Pain
- Cough
- Fainting

Ear Symptoms

- Earache
- Ear, Pierced
- Ear, Swimmer's

Eye Symptoms

- Eye, Chemical In
- Eye, Foreign Body in
- Eye Injury
- Eye, Pus or Drainage

Fever Symptoms

- Fever

Genital or Urinary Symptoms

- Jock Itch
- Menstrual Period, Missed or Late
- Penis Symptoms
- Pubic Lice
- Urination Pain, Female
- Urination Pain, Male
- Vaginal Bleeding, Abnormal
- Vaginal Discharge
- Vulvar Symptoms

Head or Brain Symptoms

- Headache
- Head Injury

Mental / Behavioral Health Symptoms

- Alcohol Abuse Problems/Questions
- Drug Abuse Problems/Questions
- Depression
- Postpartum Depression

Miscellaneous - Other

- Emergency Contraception
- High Blood Pressure

Mouth / Teeth / Throat Symptoms

- Cold Sores
- Sore Throat
- Tooth Injury
- Toothache

Neck and Back Symptoms

- Back Pain
- Neck Pain

Nose Symptoms

- Colds
- Hay Fever
- Nosebleed
- Nose Injury
- Sinus Pain and Congestion

Sexually Transmitted Infections

- STD - Chlamydia
- STD - Genital Herpes
- STD - Gonorrhea
- STD - HIV
- STD - Prevention
- STD - Trichomonas

Skin – Localized Symptoms

- Athlete's Foot
- Burns
- Poison Ivy, Oak or Sumac
- Puncture Wound
- Rashes, Localized and Cause Unknown
- Splinter or Sliver
- Skin Injury (Cuts, Scrapes, Bruises)
- Suture questions
- Wound Infection

Skin – Widespread Symptoms

- Hives
- Rashes, Widespread and Cause Unknown
- Sunburn

Adult HouseCalls Sample - SUNBURN

Main Symptoms

- Red, painful skin following sun exposure

General Information

- Most sunburn is a first-degree burn that turns the skin pink or red. Prolonged sun exposure can cause blistering (a second-degree burn). Sunburn never causes a third-degree burn or scarring.
- The pain and swelling starts at 4 hours, peaks at 24 hours, and improves after 48 hours.
- Long-term sun exposure increases the risk of skin cancer and causes aging of the skin.

See More Appropriate Topic (instead of this one) If

- Chemical or thermal burn, see BURNS

Call 911 Now (you may need an ambulance) If

- Passed out
- Difficult to awaken or acting confused
- Very weak (unable to stand)

Call Your Doctor Now (night or day) If

- You feel weak or very sick
- Blister is present (EXCEPTION: small closed blister less than ½ inch wide)
- Unable to look at lights because of eye pain
- Extremely painful sunburn
- Looks infected (e.g., draining pus, red streaks, increasing tenderness after day 2)

Call Your Doctor Within 24 Hours (between 9 am and 4 pm) If

- You think you need to be seen
- Several blisters on the face

Call Your Doctor During Weekday Office Hours If

- You have other questions or concerns

Self Care at Home If

- Mild sunburn (all triage questions negative)
- Sunscreen and protection from the sun, questions about

Home Care Advice for Mild Sunburn

1. **Ibuprofen for Pain:** For pain relief, begin taking ibuprofen (e.g. Advil, Motrin) as soon as possible. Adult dosage is 400 mg every 6 hours. If anti-inflammatory agents such as ibuprofen are begun within 6 hours of sun exposure and continued for 2 days, they can greatly reduce your discomfort. If you can't take ibuprofen, use acetaminophen (e.g. Tylenol) instead.
 - Do not take ibuprofen if you have stomach problem, kidney disease, are pregnant, or have been told by your doctor to avoid this type of anti-inflammatory drug. Do not take ibuprofen for more than 7 days without consulting your doctor.
 - Do not take acetaminophen if you have liver disease.
 - Read the package instructions thoroughly on all medications that you take.
2. **Steroid Cream:** Apply 1% hydrocortisone cream ASAP and then three times a day. If used early and continued for 2 days, it may reduce swelling and pain. If you don't have any, use a moisturizing cream until you can get some. Read the package instructions thoroughly on all medications that you use.
3. **Cool Baths:** Apply cool compresses to the burned area several times a day to reduce pain and burning. For larger sunburns, give cool baths for 10 minutes (caution: avoid any chill). Add 2 oz. baking soda per tub. Avoid soap on the sunburn.
4. **Extra Fluids:** Drink extra water on the first day to replace the fluids lost into the sunburn and to prevent dehydration and dizziness.
5. **Broken Blisters:**
 - For broken blisters, trim off the dead skin with a fine scissors. (Reason: these hidden pockets can become a breeding ground for infection.)

- Apply antibiotic ointment (e.g. Bacitracin) to the raw skin under broken blisters. Reapply twice daily for 3 days.
 - Caution: leave intact blisters alone. (Reason: the intact blister protects the skin and allows it to heal.)
6. **Expected Course:** Pain usually stops after 2 or 3 days. Skin flaking and peeling usually occur 5-7 days after the sunburn.
 7. **Prevention - Reduce Sun Exposure:** Try to avoid all sun exposure between 10 am and 3 pm. When you are outdoors, use a hat with a wide brim and cotton clothing with long sleeves.
 8. **Prevention – Use Sunscreen:**
 - Apply sunscreen to areas that can't be protected by clothing. Generally, an adult needs about 1 oz of sunscreen lotion to cover the entire body.
 - You should reapply the sunscreen every 2-4 hours. You should also reapply after swimming, exercising, or sweating.
 - A sunscreen with a rating of SPF 15 to 30 should be used. Sunscreens with ratings higher than 30 provide minimal additional protection.
 - Sunscreens help prevent sunburn, but do not completely prevent skin damage. Thus, sun exposure can still increase your risk of skin aging and skin cancer.
 9. **Vitamins C and E:** Vitamins C and E have anti-oxidant properties, which means they help prevent sun damage to cells in your skin. Taking vitamins C and E by mouth may partially reduce the sunburn reaction.
 - The adult dosage of vitamin C (ascorbic acid): 2 grams by mouth once a day.
 - Adult dosage of vitamin E (d-alpha-tocopherol): 1000 IU by mouth once a day.
 - Caution: Prevention is the key. Remember to **reduce sun exposure** and **use sunscreens**.
 - Read the package instructions thoroughly on all medications that you take.
 10. **Call Your Doctor If:**
 - Pain becomes severe
 - Pain does not improve after 3 days
 - Sunburn looks infected
 - You become worse or develop any of the “Call Your Doctor” symptoms.

Pediatric HouseCalls Topics

Head or Brain Symptoms

- Headache
- Head Injury

Eye Symptoms

- Eye, Allergy
- Eye, Foreign Body in
- Eye, Pus or Drainage
- Eye, Red (without Pus)
- Eye Injury

Ear Symptoms

- Earache
- Ear Congestion
- Ear Discharge
- Ear, Pulling at or Itchy
- Ear, Swimmer's
- Ear Injury

Nose Symptoms

- Colds
- Hay Fever (Nose Allergies)
- Nosebleed
- Nose Injury
- Sinus Pain and Congestion

Mouth/Teeth/Throat Symptoms

- Drinking Fluids, Decreased
- Mouth Injury
- Mouth Ulcers (Canker Sores)
- Sore Throat
- Strep Exposure
- Teething
- Tooth Injury
- Thrush
- Toothache

Breathing or Chest Symptoms

- Asthma Attack
- Chest Pain
- Cough
- Croup
- Wheezing (other than Asthma)

Abdomen (GI) Symptoms

- Abdominal Pain
- Constipation
- Diarrhea
- Pinworms
- Stools, Blood in
- Vomiting

Genital or Urinary Symptoms

- Genital Injury
- Urination, Pain With
- Vaginal Itching or Irritation

Limb (Arm and Leg) Symptoms

- Limb Pain
- Arm or Leg Injury
- Finger or Toe Injury

Skin – Widespread Symptoms

- Rashes, Widespread and Cause Unknown
- Chickenpox
- Hand-Foot-Mouth Disease
- Hives
- Sunburn

Skin - Localized Symptoms

- Rashes, Localized and Cause Unknown
- Athlete's Foot
- Burns
- Diaper Rash
- Impetigo (Infected Sores)
- Lice, Head
- Lymph Nodes, Swollen
- Poison Ivy, Oak or Sumac
- Puncture Wound
- Ringworm
- Splinter or Sliver
- Skin Injury (Cuts, Scrapes, Bruises)
- Suture questions
- Wound Infection

Bites/Stings

- Animal or Human Bite
- Bee or Yellow Jacket Sting
- Insect Bite
- Spider Bite
- Tick Bite

Newborn Questions

- Bottlefeeding Questions
- Breastfeeding Questions
- Crying Baby < 3 months old (includes Colic)
- Diaper Rash
- Jaundiced Newborn
- Newborn Appearance: Common Questions
- Newborn Rashes and Birthmarks
- Spitting Up (Reflux)

Fever, Infections and Crying

- Crying Child > 3 months old (Irritability, fussiness)
- Fever
- Fever, How to Take the Temperature
- Fever, Myths About
- Infection Exposure Questions
- Immunization Reactions

Drug Dosage Tables

- Acetaminophen for fever and pain
- Benadryl for hives and itching
- Chlorpheniramine for nose and eye allergies
- Dextromethorphan (DM) for coughs
- Ibuprofen for fever and pain
- Pseudoephedrine for stuffy nose

Pediatric HouseCalls Sample – EARACHE (Ear Pain)

Symptom Definition

- Pain or discomfort in or around the ear
- Child reports an earache
- Younger child acts like he did with previous ear infection (e.g. crying or fussy)

Cause

- Usually due to an ear infection.

See More Appropriate Topic (instead of this one) If

- Ear congestion but no pain, see EAR CONGESTION
- Due to airplane or mountain travel, see EAR CONGESTION
- Ear discomfort follows lots of swimming, see SWIMMER'S EAR

WHEN TO CALL YOUR DOCTOR FOR EARACHE

Call Your Doctor Now (night or day) If

- Your child looks or acts very sick
- Earache is severe
- Pink or red swelling behind the ear
- Stiff neck (can't touch chin to chest)
- Fever > 104°F (40° C)
- Pointed object was inserted into the ear canal (e.g., a pencil, stick or wire)

Call Your Doctor Within 24 Hours (between 9 am and 4 pm) If

- All other earaches, but none of the symptoms described above (probably ear infection).

HOME CARE ADVICE FOR SUSPECTED EAR INFECTION (until your child can be seen)

1. **Reassurance:** Your child may have an ear infection, but it doesn't sound serious. Diagnosis and treatment can safely wait until morning if the earache begins after 5 pm.
2. **Pain Medicine:** Give acetaminophen (e.g. Tylenol) or ibuprofen for pain relief or for fever > 102° F (39° C).
3. **Local Cold:** Apply a cold pack or a cold wet wash cloth to the outer ear for 20 minutes to reduce pain while the pain medicine takes effect. (Note: Some children prefer local heat for 20 minutes)
4. **Avoid Earplugs:** If pus or cloudy fluid is draining from the ear canal, the eardrum has ruptured from an ear infection. Wipe the pus away as it appears. Avoid plugging with cotton. (Reason: retained pus causes irritation or infection of the ear canal.)
5. **Eardrops:** Prescription eardrops or olive oil drops for pain aren't safe if your child has ear tubes or a hole in the eardrum. Therefore don't use eardrops unless your doctor recommends them.
6. **Contagiousness:** Ear infections are not contagious.
7. **Call Your Doctor If**
 - Your child develops severe pain
 - Your child becomes worse or develops any of the “Call Your Doctor” symptoms.

Customer Testimonials

Aurora Health Care For three of the last four months, the *Are You or Your Child Sick?* link has been the most visited content area of our website. The homepage Health icon connects to Aurora Health Care's HouseCalls Online content, which receives 35,000 to 40,000 visits per month. HouseCalls has also reduced the volume to our nurse advice call center, while providing an excellent follow-up for people who do call.

Neal Linkon, Manager
Web Communications
Aurora Health Care, Milwaukee

St. Louis Children's Hospital chose *Pediatric HouseCalls Online* because it gives families another way to get quality pediatric health advice from us. It's a great complement to our telephone triage service and our other community outreach efforts. The fact that Dr. Schmitt authored these guidelines assures us that they are clinically safe, plus they are in a format that is easy for parents to navigate and understand. We also like the fact that we can edit the information to fit our local needs, and we can present the information in a format with the same look and feel as the rest of our web site. We're very pleased we chose HouseCalls."

Julie M. Bruns
Call Center Manager
St. Louis Children's Hospital

Lucile Packard Children's Hospital at Stanford has posted *Pediatric HouseCalls* on our website, easily accessed from our homepage. The *Parent Care Topics* is one of the most visited areas of our website."

"We've linked HouseCalls to our *AfterHours Nurse Triage* program by directing parents to first use the *Pediatric HouseCalls* topics to answer their pediatric health questions, before calling their pediatrician. If parents still have questions, they can call and reach the nurse. HouseCalls provides a win-win-win... to the parents who have ever-ready, immediate answers to their questions, to the pediatricians who pay for each call and to the hospital which may be able to reduce operational costs of the *Nurse Triage* program."

Terry O'Grady RN, MS
Director, Community and Physician Relations
Lucile Packard Children's Hospital
Palo Alto, CA

And from Users

"Excellent information - answered my question about when to call the doctor. I also really appreciated the section on dosage for acetaminophen and ibuprofen."

"I am a new parent with many questions and this service has been very helpful. A nice change from looking up material in books."

"Thank you for the web site. I will use it again in the future. I was in the doctor's office for my daughter and son when I found out about this web site."