



Policy & Procedure Manual

HEALTH MONITORING R-IV-5

POLICY:

OPTIONS northwest is committed to provide people supported with the assistance they require, to monitor their health concerns and to attain and maintain their best possible health. This includes all recommended age appropriate, gender specific preventative health screenings from the required Health Professionals.

Staff, trained by a qualified health professional, will assist individuals as required with all treatments, medications and to administer medical procedures as recommended by a Health Care Professional.

All individuals have the right to refuse to obtain or accept medical services and supports that are recommended by a legally qualified medical practitioner or other health professional, but must be educated about the effects of refusing such treatment.

All support staff new to the organization will be required to attend Basic Physical Assessment training during General Orientation.

PURPOSE:

1. To ensure all people supported have regular health updates
2. To ensure support staff are trained to perform all controlled acts by a third party health professional or medical professional.
3. To comply with regulations 299/10.

PROCEDURE:

SUPPORTING INDIVIDUALS WITH MEDICAL ISSUES AND PROCEDURES:

1. In order that support staff are aware of how to use observational skills in the monitoring, recording and reporting of changes in the person's health status, staff will attend the Basic Physical Assessment inservice during their General Orientation.



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DEPARTMENT: Personal Support Services

CATEGORY: Health Monitoring and Promotion

EFFECTIVE DATE: April 2015

SUPERSEDES VERSION DATED: N/A

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2. When an individual has been diagnosed with an illness, a plan of care that includes information about the individual's diagnosis, symptoms, and treatment strategies will be developed in conjunction with a health care professional. The plan of care will be explained to the individual in a language and manner and with the level of support they require to understand. The information will also be explained to the person acting on their behalf as required.
3. The plan of care will be identified on the person's Individual Support Plan (I.S.P.) and placed in the Medical section of their I.S.P. binder. Staff will receive training on the plan of care prior to supporting the individual.
4. Support staff will be trained by a third party professional prior to administering medical procedures which may include those identified as controlled acts (i.e. blood sugar testing, gastrostomy tube feedings and changes, inhalation therapy by compressor etc.). Refer to the Regulated Health Professionals Act, 1991 for a full definition of controlled acts (see Appendix A).
5. A referral for individual specific training will be submitted to the Community Resource Team. The Health Care Consultant will train support staff to the individual's care plan and the medical procedure as required. The Health Care Consultant will observe staff performing medical procedures for the first time when certification is required.
6. Medical procedure training will be documented and placed on the employee's Staff Development Record.

TREATMENT OF MINOR MEDICAL CONCERNS:

1. Medical Directives signed and approved by the Health Care Consultant on the Community Resource Team are available in the Disease Protocol Manual (see Appendix B). These protocols are available as direction for staff on minor medical concerns prior to seeking medical attention and are located at the front of the Medication Record Book.

PREVENTATIVE SERVICES:

1. All people supported will be offered and assisted in obtaining preventative services, including immunizations and screening in accordance with the standards and procedures of public health and professional medical associations.



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2. Consent for these procedures will be obtained from the individual or the person acting on their behalf as required in accordance with Consent-Decision Making Policy AD-I-9. The completed form will be filed in the Authorization Section of their Individual Support Plan Binder.

SUPPORT WITH MEDICATIONS:

1. All people supported can expect assistance to ensure their physician supervises the medications prescribed to them. This supervision will include regular review and evaluation of the person's response to the medication according to information documented on the individual's progress notes.
2. Individuals and the person acting on their behalf will be informed of any change of medications and will be given information related to the use of the medication, the known side effects and contraindications.
3. Individuals will receive support to administer their own medications in accordance with their needs, abilities and desire in accordance with Medication and Treatment Administration Policy R-V-2.

RECOMMENDED BY: Director, Personal Support Services

APPENDICES: 2

OPERATIONAL ACCOUNTABILITY: Administration, Personal Support Services
Administration, Personal Support Services

ORIGINAL POLICY DATE: April 2015

AUTHORIZED BY: Director, Personal Support Services

SIGNATURE: Cheryl Duce

Controlled acts restricted

~~27. (1)~~ No person shall perform a controlled act set out in subsection (2) in the course of providing health care services to an individual unless,

- (a) the person is a member authorized by a health profession Act to perform the controlled act; or
- (b) the performance of the controlled act has been delegated to the person by a member described in clause (a). 1991, c. 18, s. 27 (1); 1998, c. 18, Sched. G, s. 6.

Controlled acts

(2) A "controlled act" is any one of the following done with respect to an individual:

1. Communicating to the individual or his or her personal representative a diagnosis identifying a disease or disorder as the cause of symptoms of the individual in circumstances in which it is reasonably foreseeable that the individual or his or her personal representative will rely on the diagnosis.
2. Performing a procedure on tissue below the dermis, below the surface of a mucous membrane, in or below the surface of the cornea, or in or below the surfaces of the teeth, including the scaling of teeth.
3. Setting or casting a fracture of a bone or a dislocation of a joint.
4. Moving the joints of the spine beyond the individual's usual physiological range of motion using a fast, low amplitude thrust.
5. Administering a substance by injection or inhalation.
6. Putting an instrument, hand or finger,
 - i. beyond the external ear canal,
 - ii. beyond the point in the nasal passages where they normally narrow,
 - iii. beyond the larynx,
 - iv. beyond the opening of the urethra,
 - v. beyond the labia majora,
 - vi. beyond the anal verge, or
 - vii. into an artificial opening into the body.
7. Applying or ordering the application of a form of energy prescribed by the regulations under this Act.
8. Prescribing, dispensing, selling or compounding a drug as defined in the *Drug and Pharmacies Regulation Act*, or supervising the part of a pharmacy where such drugs are kept.

9. Prescribing or dispensing, for vision or eye problems, subnormal vision devices, contact lenses or eye glasses other than simple magnifiers.
10. Prescribing a hearing aid for a hearing impaired person.
11. Fitting or dispensing a dental prosthesis, orthodontic or periodontal appliance or a device used inside the mouth to protect teeth from abnormal functioning.
12. Managing labour or conducting the delivery of a baby.
13. Allergy challenge testing of a kind in which a positive result of the test is a significant allergic response. 1991, c. 18, s. 27 (2); 2007, c. 10, Sched. L, s. 32.

Disease Protocol Manual

Reviewed By Health Care Consultant

Signature: Lilly Dufkins RN.

Date: Apr 22, 2015

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Blisters

Types of Blisters: Friction, Burn

Treatment:

- Try to keep the blister intact. Unbroken skin over a blister may provide a natural barrier to bacteria and decreases the risk of infection.
- Cover the blister loosely with a bandage. For blisters that have popped, wash the area with warm water and a gentle soap. Smooth down the flap that remains.
- Apply antibiotic ointment (i.e. polysporin) and a bandage in accordance with Non-Prescription Medication Policy R-V-8.
- Take an over-the-counter pain reliever as required in accordance with Non-Prescription Medication Policy R-V-8. These could include Advil, Motrin, and Tylenol.
- Seek Medical attention for signs and symptoms of infection which may include:
 - red or warm skin around the blister
 - red streaks leading away from the blister
 - increased pain or swelling
 - fever
 - pus draining from the blister site.

Cold Sores

Cold sores, also called fever blisters, are fluid-filled lesions caused by herpes simplex virus type 1 infection. Cold sores are quite different from canker sores, another common condition people sometimes associate with cold sores. Though you can't cure or prevent cold sores, you can take steps to reduce their frequency and to limit the duration of an occurrence. Cold sores will typically last 10 to 14 days. Cold sores most commonly appear on the lips. Occasionally, they occur on the nostrils, chin or fingers.

When to see a doctor

Cold sores generally clear up on their own without treatment. However, see a doctor if:

- There is a pre-existing condition that has compromised the immune system
- The cold sores don't heal within one to two weeks on their own
- Symptoms are severe
- There is irritation in the eyes

Causes:

Shared eating utensils, razors and towels, as well as kissing, may spread herpes simplex virus type 1. In addition, oral-genital contact may cause a genital form of herpes simplex virus type 1 infection. Once there has been an episode of herpes infection, the virus lies dormant in the nerve cells in the skin and may emerge again as an active infection at or near the original site.

Cold sores generally clear up without treatment. In the meantime, the following steps may provide relief:

- **Use over-the-counter ointments and pain relievers in accordance with Non-Prescription Medications Policy R-V-8.**
- **Ointments.** Over-the-counter (OTC) ointments, such as topical lidocaine or benzocaine (Zilactin), can help ease discomfort.
- **Take an OTC pain reliever.** These include Tylenol and Advil.
- **Let it heal.** Avoid squeezing, pinching or picking at any blister.

Prevention:

- **Avoid kissing and skin contact with people while blisters are present.**
- **Avoid sharing items.**
- **Keep your hands clean.**
- **Be careful about the client touching other parts of body**
- **Avoid triggers.** (such as fatigue, too much sun or stress)
- **Use sunblock.**

Common Cold

The common cold is a viral infection of your upper respiratory tract — your nose and throat. A common cold is usually harmless, although it may not feel that way.

Symptoms of a common cold usually appear about one to three days after exposure to a cold-causing virus. Signs and symptoms of a common cold may include:

- Runny or stuffy nose
- Itchy or sore throat
- Cough
- Congestion
- Slight body aches or a mild headache
- Sneezing
- Watery eyes
- Low-grade fever
- Mild fatigue

The discharge from the nose may become thicker and yellow or green in color as a common cold runs its course. What makes a cold different from other viral infections is that there generally won't be a high fever.

When to see a doctor

- Fever of 101.3 F (38.5 C) or higher
- Fever accompanied by sweating, chills and a cough with colored phlegm
- Significantly swollen glands
- Severe sinus pain

There's no cure for the common cold. Antibiotics are of no use against cold viruses. Over-the-counter (OTC) cold preparations won't cure a common cold or make it go away any sooner, but may help to relieve symptoms, and must be used in accordance with Non-Prescription Medications Policy R-V-8.

- **Pain relievers.** (Tylenol and Advil)
- **Cough syrups**
- **Drink lots of fluids.** Water, juice or clear broths are all good choices.
- **Try chicken soup.**
- **Get some rest.**

Constipation

Constipation is infrequent bowel movements or difficult passage of stools. Constipation is a common gastrointestinal problem. What's considered normal frequency for bowel movements varies widely. In general, however, the individual is probably experiencing constipation if they pass fewer than three stools a week, and the stools are hard and dry.

There is likely to be constipation, however, if the individual has had at least two of the following signs and symptoms for at least three of the past six months:

- Pass fewer than three stools a week
- Experience hard stools
- Strain excessively during bowel movements
- Have a feeling of incomplete evacuation after having a bowel movement
- Need to use manual maneuvers to have a bowel movement, such as finger evacuation or manipulation of your lower abdomen

When to see a doctor

- Bowel movements occurring more than three days apart, despite corrective changes in diet or exercise
- Intense abdominal pain
- Blood in your stool
- Constipation that alternates with diarrhea
- Rectal pain
- Thin, pencil-like stools
- Unexplained weight loss

You're more likely to have constipation if you are:

- | | |
|-------------------------------------|-------------------------------------------------------------------------------------------------------------|
| • An older adult | • Diet and lifestyle changes |
| • Sedentary | • Taking certain medications, including sedatives, narcotics or certain medications to lower blood pressure |
| • Confined to bed | |
| • Eating a diet that's low in fiber | |
| • Not getting adequate fluids | |

The following simple changes can go a long way toward reducing constipation:

- | | |
|-------------------------------------|----------------------------------------------------|
| • A high-fiber diet | • Drink plenty of liquids |
| • Regular exercise | • Exercise regularly |
| • Adequate fluid intake | • Heed nature's call |
| • Take the time for bowel movements | • Try fiber supplements |
| • Eat a high-fiber diet | • Be careful about introducing stimulant laxatives |
| • Limit low-fiber foods | |

Cuts and Scrapes

Minor cuts and scrapes usually don't require a trip to the emergency room. Yet proper care is essential to avoid infection or other complications. These guidelines can help you care for simple wounds:

- 1. Stop the bleeding.** Minor cuts and scrapes usually stop bleeding on their own. If not, apply gentle pressure with a clean cloth and elevate the wound. Don't keep checking to see if the bleeding has stopped because this may damage or dislodge the clot that's forming and cause bleeding to resume. If blood spurts or continues flowing after continuous pressure, seek medical assistance.
- 2. Clean the wound.** Rinse out the wound with clear water. Soap can irritate the wound, so try to keep it out of the actual wound. If debris remains after cleansing wound, see your doctor. Thorough cleaning reduces the risk of infection and tetanus. To clean the area around the wound, use soap and a washcloth. There's **no need** to use hydrogen peroxide, iodine or an iodine-containing cleanser which can be irritating to injured tissue.
- 3. Apply an antibiotic.** After you clean the wound, apply a thin layer of an antibiotic cream or ointment such as Neosporin or Polysporin to help keep the surface moist and must be used in accordance with Non-Prescription Medications Policy R-V-8.
- 4. Cover the wound.** Bandages can help keep the wound clean and keep harmful bacteria out.
- 5. Change the dressing.** Change the dressing at least daily or whenever it becomes wet or dirty.
- 6. Get stitches for deep wounds.** A wound that is more than 1/4-inch (6 millimeters) deep or is gaping or jagged edged and has fat or muscle protruding usually requires stitches. If in doubt, go see a physician. Better to be safe than sorry.
- 7. Watch for signs of infection.** See a doctor if the wound isn't healing or you notice any redness, increasing pain, drainage, warmth or swelling.
- 8. Get a tetanus shot.** Doctors recommend you get a tetanus shot every 10 years. If your wound is deep or dirty and your last shot was more than five years ago, your doctor may recommend a tetanus shot booster. Get the booster as soon as possible after the injury.

Dehydration

Dehydration occurs when you lose more fluid than you take in, and your body doesn't have enough water and other fluids to carry out its normal functions. If you don't replace lost fluids, you may get dehydrated.

Some symptoms of mild to severe dehydration:

- Dry, sticky mouth
- Sleepiness or tiredness
- Thirst
- Decreased urine output — no wet diapers for three hours or eight hours or more without urination
- Few or no tears when crying
- Dry skin
- Headache
- Constipation
- Extreme thirst
- Irritability and confusion
- Very dry mouth, skin and mucous membranes
- Lack of sweating
- Little or no urination — any urine that is produced will be dark yellow or amber
- Sunken eyes
- Shriveled and dry skin that lacks elasticity and doesn't "bounce back" when pinched into a fold
- No tears when crying
- In the most serious cases, delirium or unconsciousness

Dehydration causes include:

- Diarrhea, vomiting.
- Fever.
- Excessive sweating
- Increased urination

Treating dehydration in sick adults

Most adults with mild to moderate dehydration from diarrhea, vomiting or fever can improve their condition by drinking more water. Water is best because other liquids, such as fruit juices, carbonated beverages or coffee, can make diarrhea worse.

When to see a doctor

If you're a healthy adult, you can usually treat mild to moderate dehydration by drinking more fluids, such as water or a sports drink (Gatorade, Powerade, others). Get immediate medical care if you develop severe signs and symptoms such as extreme thirst, a lack of urination, shriveled skin, dizziness and confusion.

Call your family doctor right away if the individual:

- Develops severe diarrhea, with or without vomiting or fever
- Has bloody stool
- Has had moderate diarrhea for three days or more
- Can't keep down fluids
- Is irritable or disoriented and much sleepier or less active than usual

Diarrhea

Diarrhea describes loose, watery stools that occur more frequently than usual. Diarrhea is something everyone experiences. Diarrhea often means more frequent trips to the toilet and a greater volume of stool.

Signs and symptoms associated with diarrhea may include:

- Frequent, loose, watery stools
- Abdominal cramps
- Abdominal pain
- Fever
- Blood in the stool
- Bloating

When to see a doctor

- The diarrhea persists beyond three days
- The individual becomes dehydrated — as evidenced by excessive thirst, dry mouth or skin, little or no urination, severe weakness, dizziness or lightheadedness, or dark-colored urine
- There is severe abdominal or rectal pain
- There is bloody or black stools
- There is a temperature of more than 101.3 F (38.5 C)

A number of diseases and conditions can cause diarrhea. Common causes of diarrhea include:

- **Viruses.**
- **Bacteria and parasites.** Contaminated food or water can transmit bacteria and parasites to your body.
- **Medications.** Many medications can cause diarrhea. The most common are antibiotics.
- **Artificial sweeteners.**

Most diarrhea clears up on its own within a few days. To help you cope with your signs and symptoms until they go away, try to:

- **Drink plenty of clear liquids**, including water, broths and juices every day. But, avoid apple and pear juices until you feel better because they can make your diarrhea worse. Avoid caffeine and alcohol. Eating gelatin also may help.
- **Add semisolid and low-fiber foods gradually**
- **Avoid certain foods** such as dairy products, fatty foods, high-fiber foods or highly seasoned foods for a few days.

Ask about anti-diarrheal medications. Over-the-counter (OTC) anti-diarrheal medications, such as loperamide (Imodium A-D) and bismuth subsalicylate (Pepto-Bismol), may help reduce the number of watery bowel movements the person may experience and must be used in accordance with Non-Prescription Medications Policy R-V-8.

Ear Infections

An ear infection (acute otitis media) is most often a bacterial or viral infection that affects the middle ear, the air-filled space behind the eardrum that contains the tiny vibrating bones of the ear. Ear infections are often painful because of inflammation and buildup of fluids in the middle ear.

Because ear infections often clear up on their own, treatment often begins with managing pain and monitoring the problem. Ear infection in infants and severe cases in general require antibiotic medications. The onset of signs and symptoms of ear infection is usually rapid.

Common signs and symptoms in adults include:

- Ear pain
- Drainage of fluid from the ear
- Diminished hearing
- Sore throat
- Tugging or pulling at an ear
- Difficulty sleeping
- Crying more than usual
- Acting more irritable than usual
- Difficulty hearing or responding to sounds

When to see a doctor

- Symptoms that last for more than a day
- Ear pain is severe
- You observe a discharge of fluid, pus or bloody discharge from the ear

Treatment:

- **Pain medication.** (Tylenol or Advil) which must be used in accordance with Non-Prescription Medications Policy R-V-8.

Fever

A fever is usually a sign that something out of the ordinary is going on in your body. For an adult, a fever may be uncomfortable, but fever usually isn't dangerous unless it reaches 101.3 F (38.5 C) or higher. Usually a fever goes away within a few days. A number of over-the-counter medications lower a fever, but sometimes it's better left untreated. Fever seems to play a key role in helping your body fight off a number of infections. You have a fever when your temperature rises above its normal range. What's normal for you may be a little higher or lower than the average normal temperature of 98.6 F (37 C). See the attached chart to convert Celsius to Fahrenheit.

Depending on what's causing the fever, additional fever signs and symptoms may include:

- Sweating
- Shivering
- Headache
- Muscle aches
- Loss of appetite
- Dehydration
- General weakness

When to see a doctor

- Temperature is more than 101.3 F (38.5C)
- The fever has lasted for more than three days

In addition, seek immediate medical attention if any of these signs or symptoms accompanies a fever:

- Severe headache
- Severe throat swelling
- Unusual skin rash, especially if the rash rapidly worsens
- Unusual sensitivity to bright light
- Stiff neck and pain when you bend your head forward
- Mental confusion
- Persistent vomiting
- Difficulty breathing or chest pain
- Extreme listlessness or irritability
- Abdominal pain or pain when urinating
- Any other unexplained signs or symptoms

Treatment

- **Drink plenty of fluids**
- **Rest**
- **Stay cool.** Dress in light clothing, keep the room temperature cool and sleep with only a sheet or light blanket.
- Administer Acetaminophen following the instructions on the bottle and in accordance with Non-Prescription Medications Policy R-V-8.

Celsius to Fahrenheit Conversion Temperatures

Celsius	Fahrenheit
20	68.0
21	69.8
22	71.6
23	73.4
24	75.2
25	77.0
26	78.8
27	80.6
28	82.4
29	84.2
30	86.0
31	87.8
32	89.6
33	91.4
34	93.2
35	95.0
36	96.8
36.5	97.9
37	98.6
38	100.4
38.5	101.3
39	102.2
39.5	103.1
40	104.0
40.5	104.9
41	105.8
42	107.6
43	109.4
44	111.2
45	113.0

Heartburn

Heartburn is a burning sensation in the chest, just behind the breastbone. Heartburn pain is often worse when lying down or bending over. Occasional heartburn is common and no cause for alarm. Most people can manage the discomfort of heartburn on their own with lifestyle changes and over-the-counter medications.

Symptoms of heartburn include:

- A burning pain in the chest that usually occurs after eating and may occur at night
- Pain that worsens when lying down or bending over

Cause:

Heartburn occurs when stomach acid backs up into your esophagus. Normally when you swallow, your lower esophageal sphincter — a circular band of muscle around the bottom part of your esophagus — relaxes to allow food and liquid to flow down into your stomach. Then it closes again. However, if the lower esophageal sphincter relaxes abnormally or weakens, stomach acid can flow back up into your esophagus, causing heartburn. The acid backup may be worse when you're bent over or lying down.

Treatment

- Maintain a healthy weight.
- Avoid tight-fitting clothing
- Avoid foods and drinks that trigger heartburn
- Eat smaller meals
- Don't lie down after a meal
- Elevate the head of your bed
- Using Antacids that neutralize stomach acid in accordance with Non-Prescription Medication Policy R-V-8. Antacids, such as Maalox, Mylanta, Gelusil, Roloids and Tums, may provide quick relief

When to see a doctor

Seek immediate help if you experience severe chest pain, especially when combined with other signs and symptoms such as difficulty breathing, or jaw or arm pain. Chest pain may be a symptom of a heart attack.

Make an appointment with your doctor if:

- Heartburn occurs more than twice a week
- Symptoms persist despite use of over-the-counter medications
- You have difficulty swallowing

Influenza

Influenza is a viral infection that attacks your respiratory system — the nose, throat and lungs. Influenza, commonly called the flu, is not the same as the stomach "flu" viruses that cause diarrhea and vomiting. The best defense against influenza is to receive an annual vaccination.

Common signs and symptoms of the flu include:

- Fever over 101.5 F (38.5 C)
- Aching muscles, especially in the back, arms and legs
- Chills and sweats
- Headache
- Dry cough
- Fatigue and weakness
- Nasal congestion
- Loss of appetite

If you do come down with the flu, these measures may help ease your symptoms:

- **Drink plenty of liquids.** Choose water, juice and warm soups to prevent dehydration. The individual should enough so their urine is clear or pale yellow.
- **Rest.**
- **Consider pain relievers.** Use an over-the-counter pain reliever in accordance with Non-Prescription Medication Policy R-V-8, such as acetaminophen (Tylenol, others) or ibuprofen (Advil, Motrin, others), to combat the achiness associated with influenza.

When to see a doctor

If the individual has flu symptoms and are at risk of complications, see the doctor right away. Taking antiviral drugs within the first 48 hours after you first notice symptoms may reduce the length of the illness and help prevent more-serious problems.

In additions, seek medical help if the individual has trouble breathing, a severe sore throat, a cough that produces a lot of green or yellow mucus, or the individual faints.

Insect Bites and Stings

Signs and symptoms of an insect bite result from the injection of venom or other substances into your skin. The venom sometimes triggers an allergic reaction. The severity of your reaction depends on your sensitivity to the insect venom or substance and whether you've been stung or bitten more than once.

For mild reactions

- **Move to a safe area** to avoid more stings.
- **Remove the stinger**, especially if it's stuck in your skin. This will prevent the release of more venom. Wash area with soap and water. Do not use tweezers to remove stinger. Use a card and "swipe" the surface of the skin to get it out. Tweezing may just squeeze more venom into the body.
- **Apply a cold pack** or cloth filled with ice to reduce pain and swelling.
- **Apply hydrocortisone cream** (0.5 percent or 1 percent), calamine lotion or a baking soda paste — with a ratio of 3 teaspoons (15 milliliters) baking soda to 1 teaspoon (5 milliliters) water — to the bite or sting several times a day until symptoms subside in accordance with Non-Prescription Medication Policy R-V-8.
- **Take an antihistamine** containing diphenhydramine (Benadryl, Tylenol Severe Allergy) or chlorpheniramine maleate (Chlor-Trimeton, Actifed) in accordance with Non-Prescription Medication Policy R-V-8.
- **For severe reactions:**
Severe reactions may progress rapidly. **Call 911** or emergency medical assistance if the following signs or symptoms occur:
 - Difficulty breathing
 - Swelling of the lips or throat
 - Faintness
 - Dizziness
 - Confusion
 - Rapid heartbeat
 - Hives
 - Nausea, cramps and vomiting

Take these actions immediately while waiting with an affected person for medical help:

1. **Check for medications** that the person might be carrying to treat an allergic attack, such as an auto-injector of epinephrine (for example, EpiPen). Administer the drug as directed — usually by pressing the auto-injector against the person's thigh and holding it in place for several seconds. Massage the injection site for 10 seconds to enhance absorption.
2. **Have the person take an antihistamine pill** if he or she is able to do so without choking and it must be used in accordance with Non-Prescription Medications Policy R-V-8. Do this after administering epinephrine.
3. **Have the person lie still** on his or her back with feet higher than the head.
4. **Loosen tight clothing** and cover the person with a blanket. Don't give anything to drink.
5. **Turn the person on his or her side** to prevent choking if there's vomiting or bleeding from the mouth.
6. **Begin CPR if**, there is no sign of breathing or circulation.

Nausea and Vomiting

Nausea and vomiting are very common symptoms that can be caused by a wide variety of conditions. Many medications can cause nausea and vomiting.

Call 911 or emergency medical assistance

Seek prompt medical attention if nausea and vomiting are accompanied by other warning signs:

- Chest pain
- Severe abdominal pain or cramping
- Blurred vision
- Fainting
- Confusion
- Cold, clammy, pale skin
- High fever and stiff neck
- Fecal material or fecal odor in the vomit

Seek immediate medical attention if:

- The individual is unable to eat or drink anything for 24 hours or hasn't been able to keep liquids down for 24 hours.
- The individual has signs or symptoms of dehydration — excessive thirst, dry mouth, infrequent urination, dark-colored urine and weakness, dizziness or lightheadedness upon standing
- The individual's vomit contains blood, resembles coffee grounds or is green

Schedule a doctor's visit

Make an appointment with your doctor if:

- Vomiting lasts more than two days for adults.
- The individual had bouts of nausea and vomiting for longer than one month
- The individual experienced unexplained weight loss along with nausea and vomiting

Take self-care measures to ease the discomfort:

- **Take it easy.** Too much activity and not getting enough rest might make nausea worse.
- **Stay hydrated.** Take small sips of cold, clear, carbonated or sour drinks, such as ginger ale, lemonade and water. Mint tea also may help.
- **Avoid strong odors and other triggers.** Food and cooking smells, perfume, smoke, stuffy rooms, heat, humidity, flickering lights, and driving are among the possible triggers of nausea and vomiting.
- **Eat bland foods.** Start with easily digested foods such as gelatin, crackers and toast. When you can keep these down, try cereal, rice, fruit, and salty or high-protein, high-carbohydrate foods. Avoid fatty or spicy foods. Wait to eat solid foods until about six hours after the last time you vomited.

Occasional bouts of nausea and vomiting are usually nothing to worry about.

Nosebleeds

Nosebleeds are common. Most often they are a nuisance and not a true medical problem.

To take care of a nosebleed

- **Sit upright and lean forward.** By remaining upright, you reduce blood pressure in the veins of the nose. This discourages further bleeding. Sitting forward will help you avoid swallowing blood, which can irritate your stomach.
- **Pinch your nose.** Use your thumb and index finger to pinch your nostrils shut. Breathe through your mouth. Continue to pinch for five to 10 minutes. Pinching sends pressure to the bleeding point on the nasal septum and often stops the flow of blood.
- **To prevent re-bleeding,** don't pick or blow your nose and don't bend down for several hours after the bleeding episode. During this time remember to keep your head higher than the level of your heart.

Seek medical care immediately if

- The bleeding lasts for more than 20 minutes
- The nosebleed follows an accident, a fall or an injury to your head, including a punch in the face that may have broken your nose.
- The individual feels weak or faint.
- The bleeding is rapid or the amount of blood loss is great.

Pink Eye

Pink eye (conjunctivitis) is an inflammation or infection of the transparent membrane (conjunctiva) that lines the eyelid and part of the eyeball. Inflammation causes small blood vessels in the conjunctiva to become more prominent, which is what causes the pink or red cast to the whites of the eyes.

The most common pink eye symptoms include:

- Redness in one or both eyes
- Itchiness in one or both eyes
- A gritty feeling in one or both eyes
- A discharge in one or both eyes that forms a crust during the night
- Tearing

When to see a doctor

Make an appointment with a doctor if you notice any signs or symptoms you think might be pink eye. Pink eye can be highly contagious for as long as two weeks after signs and symptoms begin. With an early diagnosis you can protect people around the individual from contracting pink eye, get treatment to help with the symptoms and reduce the risk of complications.

Treatment for bacterial conjunctivitis

If your infection is bacterial, the doctor may prescribe antibiotic eyedrops as pink eye treatment, and the infection should go away within several days. Expect signs and symptoms to subside within a few days. Follow the doctor's instructions and use the antibiotics until your prescription runs out, to prevent recurrence of the infection.

To help the individual cope with the signs and symptoms of pink eye until it goes away, try to:

- **Apply a compress to your eyes.** To make a compress, soak a clean, lint-free cloth in water and wring it out before applying it gently to your closed eyelids. A cool water compress may help relieve allergic conjunctivitis. If you have bacterial or viral conjunctivitis, you may prefer a warm compress. If pink eye affects only one eye, don't touch both eyes with the same cloth. This reduces the risk of spreading pink eye from one eye to the other.
- **Stop wearing contact lenses.**

Sore Throat

A sore throat is pain, scratchiness or irritation of the throat that often worsens when you swallow.

Symptoms of a sore throat may vary depending on the cause. Signs and symptoms may include:

- Pain or a scratchy sensation in the throat
- Pain that worsens with swallowing or talking
- Difficulty swallowing
- Dry throat
- Sore, swollen glands in your neck or jaw
- Swollen, red tonsils
- White patches or pus on your tonsils
- Hoarse or muffled voice
- Refusal to eat

Common infections causing a sore throat may result in other accompanying signs and symptoms:

- Fever
- Chills
- Cough
- Runny nose
- Sneezing
- Body aches
- Headache
- Nausea or vomiting

Seek Medical Attention if:

- A sore throat that is severe or lasts longer than a week
- Difficulty swallowing
- Difficulty breathing
- Difficulty opening your mouth
- Joint pain
- Earache
- Rash
- Fever over 101.3 F (38.5 C)
- Blood in saliva or phlegm
- Frequently recurring sore throats
- A lump in your neck
- Hoarseness lasting more than two weeks

A sore throat caused by viral infection — the most common cause — usually lasts five to seven days and doesn't require medical treatment.

Treatment at Home:

- **Rest.**
- **Fluids**
- **Comforting foods and beverage**
- **Saltwater gargle if able**
- **Humidify the air**
- **Lozenges if able.**
- **Treat pain and fever.** Ibuprofen (Advil, Motrin, others) or acetaminophen (Tylenol, others) may minimize throat pain and must be used in accordance with Non-Prescription Medications Policy R-V-8.

Sunburn

Definition: Red painful skin that feels hot to touch, and usually appears within a few hours after too much sunshine or artificial sources.

NOTE: Some people have photosensitivity to the sun due to the medication they are taking (drugs which make you more likely to burn).

Symptoms:

- Pinkness or redness
- Warm or hot to touch skin
- Pain, tenderness or itching
- Swelling
- Small fluid filled blisters which may break
- Headache, fever, chills, and fatigue if sunburn is severe

Treatment:

- Take a cool bath or shower. You can also apply a clean towel dampened with cool water.
- Apply an aloe vera or moisturizing lotion several times a day.
- Leave blisters intact to speed healing and avoid infection. If they burst on their own, apply an antibacterial ointment on the open areas.
- If needed, take an over-the-counter pain reliever such as aspirin, ibuprofen (Advil, Motrin, others), naproxen (Aleve) or acetaminophen (Tylenol, others) and in accordance with Non-Prescription Medication Policy R-V-8.
- Don't use petroleum jelly, butter or other home remedies on your sunburn. They can prevent or delay healing.

Seek Medical Attention If:

- Sunburn is blistering and covers a large portion of the body
- Sunburn is accompanied by high fever, extreme pain, headache, confusion, nausea or chills
- Doesn't respond to at home care within two days

Urinary Tract Infection

A urinary tract infection is an infection that begins in your urinary system. Your urinary system is composed of the kidneys, ureters, bladder and urethra. Any part of your urinary system can become infected, but most infections involve the lower urinary tract — the bladder and the urethra.

Urinary tract infections don't always cause signs and symptoms, but when they do they can include:

- A strong, persistent urge to urinate
- A burning sensation when urinating
- Passing frequent, small amounts of urine
- Urine that appears cloudy
- Urine that appears bright pink or cola colored — a sign of blood in the urine
- Strong-smelling urine
- Pelvic pain, in women
- Rectal pain, in men

If the individual experiences any of these symptoms, a visit to the doctor is necessary for required antibiotics. Antibiotics are typically used to treat urinary tract infections. Which drugs are prescribed and for how long will depend on the individual's health condition and the type of bacterium found in the urine.

Urinary tract infections can be painful, but you can take steps to ease the individual's discomfort until antibiotics clear the infection. Follow these tips:

- **Drink plenty of water** to dilute your urine and help flush out bacteria.
- **Avoid drinks that may irritate your bladder.** Avoid coffee, alcohol, and soft drinks containing citrus juices and caffeine until the infection has cleared. They can irritate the bladder and tend to aggravate the frequent or urgent need to urinate.

