




Where to Go for Care

When your child is sick or hurt, it's important to get them the right type of care. Use this chart to decide where to take them.


! **Is your child's illness or injury life threatening?**
(Ex: shortness of breath, chest pains, bleeding that won't stop, poisoning, burns or a broken bone)

YES | **NO**

 **Call 9-1-1 or go to the ER.**

Immediately go to an Emergency Room for:

- Chest pains
- Bleeding that won't stop
- Shortness of breath
- Broken bones
- Poisoning
- Severe cuts or burns


 Does your child have a physical injury or an illness like the flu, an ear infection or a fever?

YES | **NO**


Is the doctor's office open?

YES | **NO**

Do you want your child to see a doctor? **OR** Do you want to talk to a nurse for advice?

 **Call your child's primary care provider (PCP)**

 **Go to urgent care**

 **Call our 24/7 nurse advice line**



If you aren't sure what type of care your child needs, ask for help.

Call your child's doctor. If they are not available, call the Nurse Advice Line at 1-866-799-5321 (TTY 1-800-955-8770). Nurses are available to help you 24/7.

Remember to check and make sure that a doctor, urgent care center or hospital is in our network, unless it is an emergency.



The Children's Medical Services Health Plan has partnered with Sunshine Health to provide managed care services to our members. Sunshine Health is a licensed Florida health plan.

Children's Medical Services Health Plan provides free aids and services to people with disabilities, such as qualified sign language interpreters, written information in other formats (large print, audio, accessible electronic and other formats), and free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

This information is available for free in other languages. Please contact Member Services at 1-866-799-5321, TTY 1-800-955-8770 Monday through Friday, 8 a.m. to 8 p.m.

Esta información está disponible en otros idiomas de manera gratuita. Comuníquese con nuestro número de servicio al cliente al 1-866-799-5321, TTY 1-800-955-8770 de lunes a viernes, de 8 a.m. a 8 p.m.

Si oumenm, oubyen yon moun w ap ede, gen kesyon nou ta renmen poze sou Children's Medical Services Health Plan, ou gen tout dwa pou w jwenn èd ak enfòmasyon nan lang manman w san sa pa koute w anyen. Pou w pale avèk yon entèprèt, sonnen nimewo 1-866-799-5321 (TTY 1-800-955-8770).

Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Children's Medical Services Health Plan, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 1-866-799-5321 (TTY 1-800-955-8770).