



 mhs
First
Year of
Life **1** Helping
Babies
Stay
Healthy



**Emergency Room or
Doctor Visit**
How to Know Where to Go

mhsindiana.com
1-877-647-4848
ext. 20404

Is it an Emergency?

Should I call my baby's doctor or take him/her to the ER?

COMMON CONCERNS PARENTS HAVE

Call your doctor or the MHS 24-hour nurse advice line if your baby has:

- A temperature over 104° F in children younger than 3 months or above 104° F repeatedly in all children.
- When the treatment your doctor prescribed is not available at your pharmacy.
- If your baby falls. A bump on an baby's head definitely needs to be checked by a medical professional.
- Bloody diarrhea.
- Vomiting (throwing up) if your child is showing signs of dehydration. This includes urinating less often, dry mouth, weight loss, vomiting dark green bile. One or two times spitting up will not cause your baby to become dehydrated.
- If your child's cough or cold symptoms continue to get worse after 3-5 days.
- Constipation for the last two days.



If you are not sure if you need to call your doctor, call our nurses day or night at 1-877-647-4848.



Go to the ER or call an ambulance if:

- Your baby is having a seizure. Though frightening, seizures caused by an increased temperature are generally harmless and do not cause long-term health problems, but they should be seen by a doctor.
- Your baby is extremely lethargic (sluggish). This does not mean that your baby is less active; it means that your baby is not responding to you. Remember, if you are breastfeeding, any medicine and alcohol you take will pass on to the baby. Most medication is safe but antihistamines and pain relievers could make your baby sleep more.
- Small blood spots appear under the skin or large numbers of fast appearing hives.
- Trouble breathing – such as working harder to breath with flaring nostrils or a heaving chest with a coarse crowing noise when they breathe in.

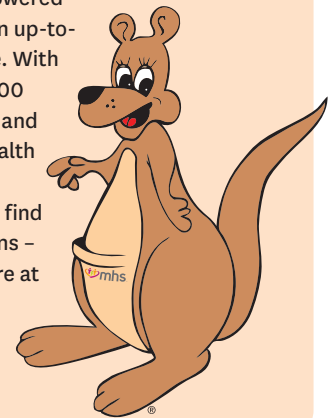
DESCRIBING THE SYMPTOMS

Tell your doctor or nurse about what's happening with your child in regular words. Do not offer a diagnosis. For example, a common complaint is that a baby is "lethargic." Parents use this word to describe that the sick baby is less active than usual. But, lethargic actually means a much more serious condition. Or sometimes a parent says that the baby "sounds croupy," which turns out to be congestion in the nose and has nothing to do with croup or cough. Use of medical language in those situations makes it hard for the doctor to clearly know what your baby's problem is, and may lead to unnecessary treatment or ER visits.

Make sure you measure your baby's temperature with a thermometer (not with your hand). Tell the doctor or nurse the exact temperature reading. Don't just say your baby has a "fever," or "high temperature." Tell the doctor how the temperature was taken. Was it under the arm, forehead, ear? Temperature strips and pacifier thermometers may not be accurate and are not recommended. MHS is here for you and your baby. Call our nurses anytime at 1-877-674-4848 for help.

FREE ONLINE HEALTH LIBRARY

Sometimes questions slip your mind when you are with your doctor. Don't worry. Now you can search for answers when it's most convenient for you. The MHS Health Library is powered by Krames Online. It is an up-to-date education resource. With access to more than 4,000 topics relating to health and medication, the MHS Health Library allows you and your family the ability to find answers to your questions – big and small! Learn more at mhsindiana.com.



Being a parent is a wonderful gift. But sometimes it can be stressful, especially when your child is sick. Questions arise and sometimes you're not sure of what to do.

How high is too high for a fever?

**Does she need medicine? What kind?
How much?**

Should we go to the emergency room (ER) now, or wait until the morning to make an appointment with her doctor?

These questions must be answered fast. That's why MHS offers a FREE 24-hour nurse advice line. Our nurses are available all day, every day to provide answers to your questions.

Simply call 1-877-647-4848 to talk to one of our nurses.



FIRST YEAR OF LIFE PROGRAM

The MHS First Year of Life Program is designed to help guide members through all the medical milestones needed to keep their babies healthy and thriving.

Learn more at mhsindiana.com.

MHS is a health coverage provider that has been proudly serving Hoosiers for more than 25 years through the Hoosier Healthwise (HHW) and Hoosier Care Connect Medicaid programs and the Healthy Indiana Plan (HIP) Medicaid alternative program. We provide coverage for doctor visits and immunizations, regular check-ups, health screenings and other medical services.

MHS also offers a qualified health plan through the health insurance marketplace called Ambetter from MHS. We provide healthcare that fits your needs, at a price that fits your budget. All of our plans include quality, comprehensive coverage with a provider network you can trust.

MHS is your choice for affordable health coverage. Learn more at mhsindiana.com.



mhsindiana.com

1-877-647-4848

TTY/TDD: 1-800-743-3333