

When to Call your IBD Team

What You Should Expect From Us

- Knowledge of how to identify symptoms of a flare
- Prompt response in treating your symptoms
- Answers to your questions

What We Expect from You

- Identify your symptoms of a flare
- Call at early signs of onset of symptoms
- Know what medications you are taking and the doses
- Identify your preferred local pharmacy
- Identify your insurance's preferred lab facility
- Assess convenient location for pharmacy and lab facility
- Follow treatment protocol consistently and as prescribed by your doctor

Why This is Important

Even with medical treatment, a person with IBD can experience a flare: an episode when symptoms reappear. It is important that you report your symptoms so that your doctor can provide the best treatment for you. This may help you stay well and prevent some of the complications related to IBD. Avoiding a flare is better than treating a flare. Following your treatment plan as directed can help control your symptoms and help to avoid a flare.

Refer to our 'When to Call Your IBD Care Team' tool: [click here](#)

If you call us for urgent matters or concerns prior to 2pm, we will contact you within the day or ask for the physician on call. Make sure you know about the following symptoms:

Check List: Indicate the symptoms listed below when calling your IBD team:

	Green	Yellow	Red
Adominal Pain	No Pain	Pain can be ignored	Pain cannot be ignored (interferes with daily tasks)
Retal Bleeding	None	Small amount & in 50% of stools	Small to Large amounts
Stool Consistency	Formed	Partially formed	Completely unformed
Stools	0-2 per day	3-5 per day	6+ per day or No Bowel Movement in 3 days
Nocturnal Stools	No		Yes
Activity Level	No Limitations	Occasional Limitations	Severe Limitations
Fever			
Appetite			

For non-urgent matters, we will contact you within 24-48 hours. If you need a refill on your prescriptions, please allow 1-2 days for this to be completed.