



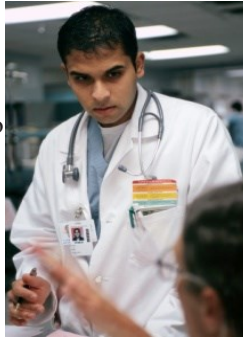
**IMPORTANT INFORMATION
for
SOONERCARE CHOICE Members
MEMBERS**

Your Provider will give you a phone number you can call 24 hours a day, 7 days a week.

Call that number before you go to the ER if you are experiencing an urgent matter.

CONTACT YOUR PROVIDER IMMEDIATELY IF:

- There is sudden hearing loss, severe pain, or dizziness.
- Your baby (less than 1 year old) pulls his or her ear **and** appears to be in pain (crying, screaming) along with a high fever (101 degrees F or 38.3 degrees C or higher **AFTER** giving appropriate dose of acetaminophen (Tylenol) or ibuprofen.
- Your child (1 year or older) seems to be very sick with symptoms like a high fever (over 101 degrees F or 38.3 C) and stiff neck.
- There is redness, swelling, or pain behind or around your child's ear, especially if your child cannot move the muscles on that side of his or her face.
- **IMPORTANT: Ask your child's Provider before giving any fever-reducing medicine to an infant or child for the first time AND never give aspirin to a child under 18 because of the risk of Reye's syndrome, a dangerous brain disease.**



- If there is earache or drainage from an ear (pusy or blood-tinged) after ear tubes have been placed.
- Ear pulling is not a symptom of ear infection UNLESS your child has the symptoms listed above.

Things you can do to help manage ear infections:

- Place a warm, moist heated wash cloth over the ear to help lessen pain.
- Use over-the-counter acetaminophen (Tylenol or other brands) or ibuprofen (Motrin or Advil) if advised by your Provider to do so; follow the package instructions carefully for the right dose. **Do not use aspirin for infants, children, or teenagers because of the link with Reye's syndrome.**
- Never use an antibiotic prescribed for someone other than the child or adult with ear pain.
- Use ear drops only if instructed to do so by the Provider.
- (For bottle-fed babies) Hold the baby in an upright position when feeding and **never** prop a bottle or give your baby a bottle in bed.



Things you can do to prevent ear infections:

- Make sure to use **frequent hand-washing** to prevent colds which often contribute to ear infections.
- Have your child immunized. Vaccinated children have fewer ear infections.
- Do not smoke and avoid exposure to tobacco smoke as this can increase the rate of ear infection.

REMEMBER: Go to the Emergency Room only if:

- Your Provider directs you to do so.
-or-
- Due to unusual circumstances beyond your control, you cannot reach your Provider AND your symptoms match those listed in the CONTACT YOUR PROVIDER IMMEDIATELY section.



Contact your Provider during normal business hours to make an appointment if your child has these symptoms:

- Fluid that looks like pus or blood is draining from the ear.
- Pain, fever, or irritability lasting for more than a day.
- An object is lodged in the ear.
- Pain, fever, and irritability last for longer than 48 hours after starting antibiotics.

**Central Communities
Health Access Network**

**P.O. Box 850592
Yukon, OK 73085**

<http://cc-han.com>