

# Decision Chart

## Protecting yourself and others

### If you have flu symptoms

Use the guidelines in this table to help make the best decision for you and your loved ones. Always use hygiene and prevention measures to avoid contamination:

- Wash your hands frequently.
- Cough or sneeze into the crook of your elbow rather than into your hands.
- Keep your surroundings clean.

#### SITUATION FOR AN ADULT OR CHILD

The person does not have a fever (temperature less than 38°C or 100.4°F), but does have these symptoms:

- Sore throat
- Runny nose
- Stuffy nose
- Cough

#### DECISION

Probably a cold.  
Rest at home.

#### SITUATION FOR AN ADULT OR CHILD

The person has a fever over 38°C (100.4°F). The fever came on suddenly and is accompanied by these symptoms:

- Cough
- Sore throat
- Headache
- Significant fatigue
- Muscle aches

#### DECISION

Probably the flu.  
Rest at home.  
Refer to the Self-care Guide.  
Call Info-Santé 8-1-1 if needed.

#### SITUATION FOR AN ADULT OR CHILD AT RISK OF COMPLICATIONS

The person has a fever over 38°C (100.4°F) and belongs to a group at risk of developing complications (children under 2 years of age, seniors, pregnant women, and individuals with chronic diseases).

#### DECISION

See a doctor today.

#### SITUATION FOR AN ADULT OR CHILD

The person has a fever and one of these symptoms:

- Shortness of breath
- Difficulty breathing
- Painful breathing
- Vomiting for more than four hours
- Fever in a child who is too quiet and less active than normal, who refuses to play or is agitated

#### SITUATION FOR AN ADULT OR CHILD

The person has a fever over 38°C (100.4°F) and one of the following:

- Difficulty breathing that persists or worsens
- Blue lips
- Difficulty moving
- Severe neck stiffness
- Drowsiness, confusion, disorientation, or difficulty being roused
- Convulsions
- No urination for 12 hours
- Fever in an infant under 3 months old

#### DECISION

Go to the emergency room immediately.  
Call 9-1-1, if necessary.

## General Information

### Services Québec

Centre de relations avec la clientèle

#### Québec Region

418-644-4545

#### Montréal Region

514-644-4545

#### Elsewhere in Québec

1-877-644-4545 (toll-free)

**For people who are deaf or hearing impaired:**

1 800 361-9596 (toll-free)

## Health-related Questions

### Info-Santé 8-1-1

[www.guidesante.gouv.qc.ca](http://www.guidesante.gouv.qc.ca)

[www.msss.gouv.qc.ca](http://www.msss.gouv.qc.ca)

## Important Phone Numbers:

Your pharmacist:

Your doctor:

Your CLSC:

Stay informed. Visit [www.pandemiequebec.gouv.qc.ca](http://www.pandemiequebec.gouv.qc.ca) for up-to-date information.

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