

Welcome to the Hereditary Bleeding Disorder Clinic

Victoria General (VG) Site, QE II

Welcome to the Hereditary Bleeding Disorder Clinic

- You have been referred to the Hereditary Bleeding Disorder Clinic. This pamphlet will help you get ready for your visit. Please ask your nurse if you have any questions.
- Our goal is to make your experience a positive one. We want you and your support person(s) to feel welcome and comfortable. If you have any questions or suggestions that could make your visit better, please tell a staff member.
- If you need any accommodations, please tell your nurse before your appointment so that we can make plans to support you. Accommodations may include:
 - › An accessible bathroom or changing area
 - › Sensory needs or triggers in a new place
 - › Other
- Language interpreters are available, if needed. We can arrange for help with most languages, including sign language (ASL). Please tell a staff member if this is something you need.
- **Bring this pamphlet with you to all your appointments.**

- **Note:** The Clinic is located within a shared hematology (blood disorders) and oncology (cancer) space. We care for people with many blood-related conditions, like:
 - › Sickle cell anemia
 - › Bleeding disorders
 - › Thalassemia
- You may see signs about cancer and people coming in for cancer treatment. This **does not** mean that you have cancer.

If you have any questions or need to cancel your appointment:

› Phone: 902-473-5612

or

› Phone: 902-399-6916

Where is the Clinic?

Victoria Building, 4th floor

Victoria General (VG) site

QE II Health Sciences Centre

1276 South Park Street, Halifax

- The Victoria Building is #9 on the map found on the next page.
- Use the Centennial Building entrance (#10 on the map). **Do not** register at a kiosk. Go to the cafeteria and take the elevator to the 4th floor. You will see the registration desk.
 - › If you need help or directions, you can ask at the information desk in the lobby.

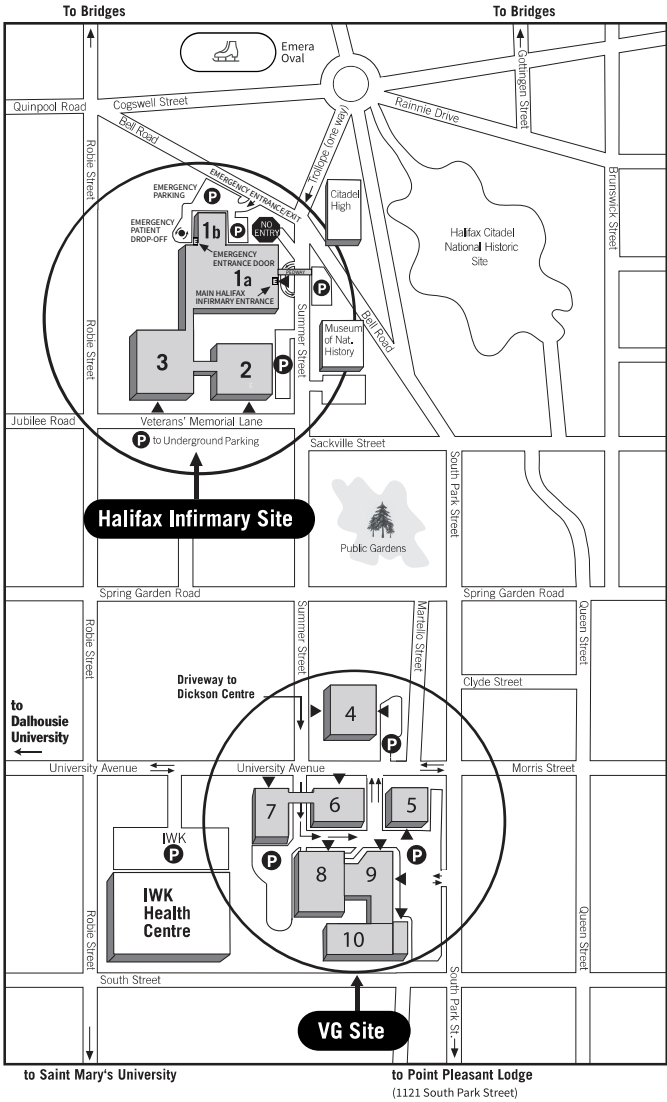
QEII Health Sciences Centre

is made up of 10 buildings located on two sites

Halifax Infirmary Site
<ol style="list-style-type: none"> 1a. Halifax Infirmary 1b. Emergency Dept. 2. Abbie J. Lane Memorial Building 3. Camp Hill Veterans' Memorial Building
VG Site
<ol style="list-style-type: none"> 4. Nova Scotia Rehabilitation Centre 5. Bethune Building 6. Mackenzie Building Laboratories 7. Centre for Clinical Research 8. Dickson Building 9. Victoria Building 10. Centennial Building

- Patient Parking
- Entrance Doors

Please do not wear scented products when you come to the QEII.



- **Hours:**
 - › 8:30 a.m. to 4:15 p.m. (Monday to Thursday)
 - › 8 a.m. to 4 p.m. (Friday)
- **For more information about the Victoria Building, visit:**
 - › www.nshealth.ca/locations-and-facilities/victoria-building

How do I contact the Clinic?

- You can leave a non-urgent voicemail at:
 - › Phone: **902-473-5612**
 - or
 - › Phone: **902-399-6916**

We will get back to you within 1 to 3 days.

- You may be assigned a nurse who you can contact directly:

My nurse: _____

Phone: _____

My doctor: _____

Appointments:

- **All appointments are booked in advance.**
- Please be on time for your appointment. This helps us to avoid long wait times.
 - › If you are late, we may not be able to see you.
 - › **If you are more than 30 minutes late, we will likely rebook your appointment.**

If you need to change or cancel an appointment, call as soon as you can:

› Phone: 902-473-5612

or

› Phone: 902-399-6916

- If there is no answer, leave a message with your:
 - › Full name
 - › Date of birth
 - › Provincial health card number

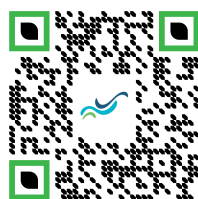
We may not be able to change your appointment to your preferred date.

- If you miss your appointment because of bad weather:
 - › We will do our best to rebook your appointment as soon as we can. Rebooking is based on patient care needs. Urgent cases are booked first.

How do I get ready for my appointment?

- **If blood work is requested, have it done before your appointment.**
 - › There is a blood collection clinic at the VG site. It is located on the 1st floor of the Victoria building, towards the Dickson Building.
- If you are waiting for information about your appointment, please check your email's spam or junk folders.
- You can fill out the *My Appointment Planning and Action Tool* to help you get ready for your appointment by scanning the QR code below or visiting:
 - › www.nshealth.ca/documents-and-reports/patient-appointment-planning-and-action-tool

Scan the QR code below on your device (open the camera on your device, point the camera at the code, and tap the banner or border that appears)



- **For more information, visit:**
 - › www.nshealth.ca/preparing-your-appointment

- **Your first appointment will be in person.**
Follow-up appointments may be by phone.
 - › We will tell you if your appointment is in-person or by phone. If it is by phone, a nurse will call you and then a doctor will call you.

What to bring to your appointment:

- Provincial health card
 - › If your health card is expired or is about to expire:
 - › Phone (toll-free): 1-800-563-8880
- Private health insurance card (if you have it)
- All of your medications (including prescription and over-the-counter products, inhalers, creams, eye drops, patches, herbal products, vitamins, and supplements) in their original containers or a list of your medications
- A list of your allergies and/or sensitivities
- A list of the following (that happened over the past year):
 - › Infections
 - › Emergency Department (ED) visits
 - › The number of times you had a bleed at home and what you did to help it or to stop the pain

- Any questions you have for your doctor, written on a piece of paper (a copy for you and a copy for your doctor)
- A paper and a pen, or a cell phone to write notes about your appointment
- **If your appointment is by phone:**
 - › Make sure your phone is charged, the ringer is turned on, and that you have cell reception.

Can I bring a support person to my appointment?

- Yes, you may bring a support person to your appointment.

Where do I park?

- The parking lot entrances are on University Avenue and South Park Street.
- **Parking is free for patients and visitors.** Clinic staff will give you a ticket to leave gated lots.

- There is limited parking at the VG site between 9 a.m. and 3 p.m. If you are not able to find a spot, you may wish to park in a nearby lot or on the street.
 - › Street parking is mostly at meters paid through the HotSpot app. (Some spots are 2 hours.) **Give yourself lots of time to find parking.**
 - › The VG site has a valet service within the parking lot. If the parking lot is full, they will park your car for you and give you a ticket. After your appointment, you can give them the ticket to get your keys back.

What will happen at my appointment?

- There is a waiting room to the right of the registration desk with phone chargers, a TV, and bottled water.

Do not drink tap water from anywhere in the building. This is for your safety. If you have questions, please ask your nurse.

- A unit aide will come and get you from the waiting room.
- If it is your 1st appointment, they will measure your height.
- They will measure your weight at every appointment.

- The unit aide will take you to the appointment room.
- A nurse will take your vitals (like heart rate, breathing rate, blood pressure), go over your medication list, and assess (check) you.
 - › If it is your 1st appointment, they will also ask about your health history.
- The nurse will give the doctor this information. The doctor will then come in and see you.
- The Clinic is next to the Medical Day Unit (MDU). You may see people on the MDU getting intravenous (I.V.) iron infusions, blood collection, or oncology-related transfusions.
 - › Treatment rooms are open areas with about 10 treatment chairs.

Clinic supports

- Your nurse can refer you to meet with a:

› Dietitian	› Physiotherapist
› Home care aide	› Social worker
› Occupational therapist	(psychosocial support)

If you have any of these symptoms, go to the nearest ED right away, and call the Clinic:

- › Serious bleeding
- › An accident that may have caused bleeding

How do I find the nearest adult ED?

- **There is no ED at the VG site.**
- There are 2 adult EDs in Halifax that can treat bleeding disorders:

Halifax Infirmary

- Hours: 24 hours a day, 7 days a week
- 1840 Bell Road, Halifax
 - › This entrance includes a patient drop-off area and parking.

Dartmouth General Hospital

- Hours: 24 hours a day, 7 days a week
- 325 Pleasant Street, Dartmouth
- To find an ED near you, visit:
 - › www.nshealth.ca/locations-and-facilities
- You can also use the YourHealthNS app to find the nearest ED and estimated wait times.

- **If you have a bleeding disorder, tell the triage nurse when you come to the ED.**
 - › Show your “Factor First” or “Treat First” card. You will be seen as soon as possible.
 - › If your symptoms get worse, tell the triage nurse.

YourHealthNS app

- You can get this app through the App Store or Google Play.
- When you make an account, you can link your Nova Scotia health card to the app. You can then see:
 - › Your appointments
 - › Current or older prescription medication records
 - › Lab and diagnostic testing results
 - › Hospital visit and stay records
 - › Health visits, including visits to a primary health care provider (family doctor or nurse practitioner)
 - › Immunization records
- Your blood work results will be available on the app. The Clinic will only contact you if you need follow-up.

Medication and health insurance

- Your pharmacy may have their own app. If you are not sure, ask your pharmacy team.
- The IWK has a patient pamphlet that has information on Medication and Health insurance.
 - › <https://iwkhealth.ca/resources-and-documents/transition-pediatric-adult-healthcare-medication-and-health-insurance>



School or work accommodations

- Your doctor can fill out paperwork for disability, school, or work at no cost. The Clinic can also fax the paperwork for you, if needed.

Appointment checklist

- ☐ I have done my **blood work**.
- ☐ I have my **health card**.
- ☐ I will bring **all of my medications**, including any vitamins and supplements, in their original containers (**or a list or photos** of my medications).
- ☐ I will bring **a list** of the following (that **happened over the past year**):
 - › My ED visits
 - › My infections
 - › The number of times I had a pain crisis at home and what I did to help it or to stop the pain
- ☐ I have written down **any questions I have for my doctor**. I have a copy for myself and a copy for my doctor.
- ☐ I will bring a **paper and a pen or my cell phone** to write down important information.
- ☐ **For a phone appointment:**
 - › My cell phone is charged, my ringer is turned on, and I have cell reception.

Notes:

This pamphlet is for educational purposes only. It is not intended to replace the advice or professional judgment of a health care provider. The information may not apply to all situations. If you have any questions, please ask your health care provider.

Find all patient education resources here:
www.nshealth.ca/patient-education-resources

Connect with a registered nurse in Nova Scotia any time:
Call 811 or visit: <https://811.novascotia.ca>

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To be reviewed November 2028 or sooner, if needed.
Learn more: <https://library.nshealth.ca/patient-education-resources>

