

# Welcome to the Hemoglobinopathies Clinic

Victoria General (VG) Site, QE II

# Welcome to the Hemoglobinopathies Clinic

- You have been referred to the Hemoglobinopathies 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: 902-473-6605

## Where is the Clinic?

Victoria Building, 4<sup>th</sup> 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.
- Go into the Dickson Building (#8 on the map). Take the elevator to the 4<sup>th</sup> floor. Go to the registration desk at the end of the hall. There will be signs to show you where to go. **Do not** register at a kiosk.
  - › If you need help or directions, you can ask at the information desk in the lobby.

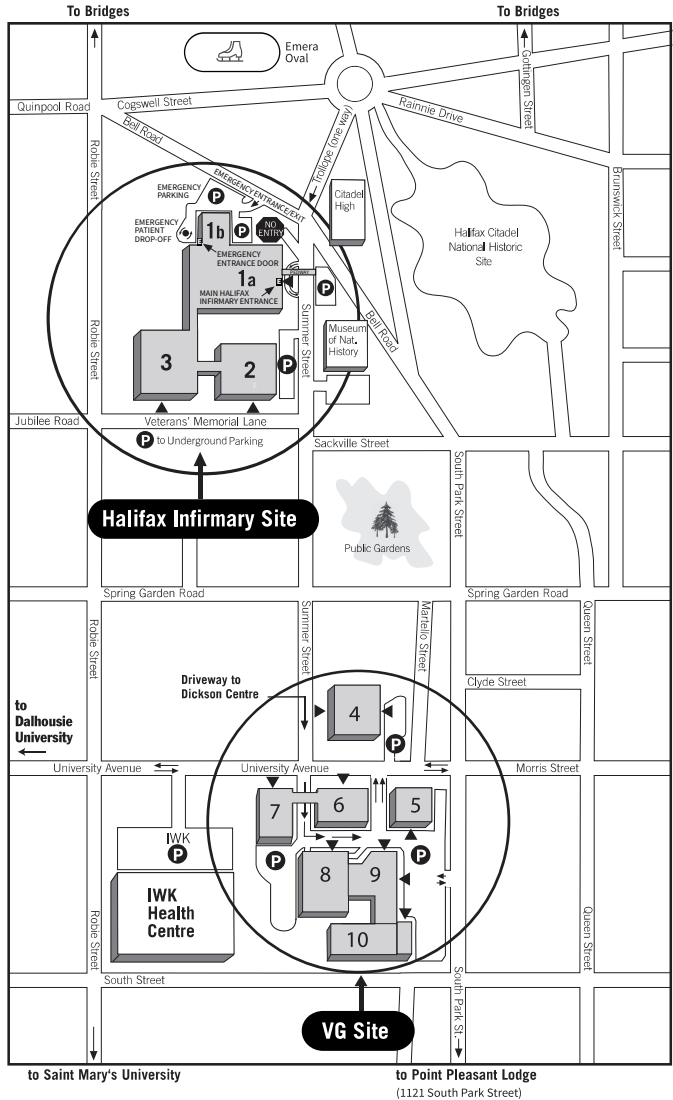
# QEII Health Sciences Centre

is made up of 10 buildings located on two sites

- | Halifax Infirmiry Site |                                       |
|------------------------|---------------------------------------|
| 1a.                    | Halifax Infirmiry                     |
| 1b.                    | Emergency Dept.                       |
| 2.                     | Abbie J. Lane Memorial Building       |
| 3.                     | Camp Hill Veterans' Memorial Building |
| VG Site                |                                       |
| 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                   |

- P** Patient Parking
- ▶** Entrance Doors

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



- Hours:
  - › 8:30 a.m. to 3:30 p.m. (Monday to Thursday)
  - › 8 a.m. to 3 p.m. (Friday)
- **For more information about the Victoria Building, visit:**
  - › [www.nshealth.ca/locations-and-facilities/victoria-building](http://www.nshealth.ca/locations-and-facilities/victoria-building)

## **How do I contact the Clinic?**

- You can leave a non-urgent voicemail at:
  - › Phone: 902-473-6605

We will get back to you within  
3 to 5 business days (Monday to Friday).
- You will be assigned a nurse who you can contact directly:

**My nurse:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**My doctor:**

Dr. Erica Kelly

Dr. Rachelle Blackman

- At your 1<sup>st</sup> appointment, we will tell you who your doctor and nurse are.

## **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: 902-473-6605

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?

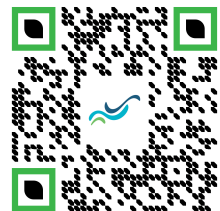
- **Have your blood work done before your appointment.**

To book an appointment, visit:

› <https://prebooking.nshealth.ca/>

- There is a blood collection clinic at the VG site. It is located on the 1<sup>st</sup> floor of the Victoria Building, towards the Dickson Building.
- If you are not able to get a blood work appointment before your Clinic appointment, we can book it for you. If you need help booking an appointment online, please tell a Clinic staff member.
- If you are waiting for information about your appointment, 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](http://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](http://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
- Your updated immunization record
  - › This helps us to plan your immunization schedule to help prevent infections and promote your overall health.
- 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 pain crisis 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 1<sup>st</sup> appointment, they will measure your height and weight.

- 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 1<sup>st</sup> 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 mobility (movement) challenges, we can refer you to the Red Cross for free equipment rentals.

**Go to the nearest ED right away if you have:**

- › Fever (temperature above 38 °C or 100.4 °F)
- › Bleeding
- › Trouble breathing
- › New, sudden pain
- Please tell Clinic staff if you go to the ED.

**Where is the nearest adult ED?**

- There is no ED at the VG site.

**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

**Cobequid Community Health Centre**

- Hours: 7 a.m. to midnight

40 Freer Lane, Lower Sackville

- To find an ED near you, visit:
  - › [www.nshealth.ca/locations-and-facilities](http://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 sickle cell anemia, make sure you tell the triage nurse when you arrive.**
  - › Show your “Treat Promptly” card from IWK Health or your yellow fever card from Nova Scotia Health. 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 have my **immunization record**.
- 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](http://www.nshealth.ca/patient-education-resources)

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

*Prepared by:* Hematology, IWK Health and Nova Scotia Health  
*Designed and Managed by:* Library Services

WH85-2550 © December 2025 Nova Scotia Health Authority  
To be reviewed December 2028 or sooner, if needed.  
Learn more: <https://library.nshealth.ca/patient-education-resources>