

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>

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

WH85-2547 © November 2025 Nova Scotia Health Authority
To be reviewed November 2028 or sooner, if needed.
Learn more: <https://library.nshealth.ca/patient-education-resources>

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.**

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.

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.

- **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

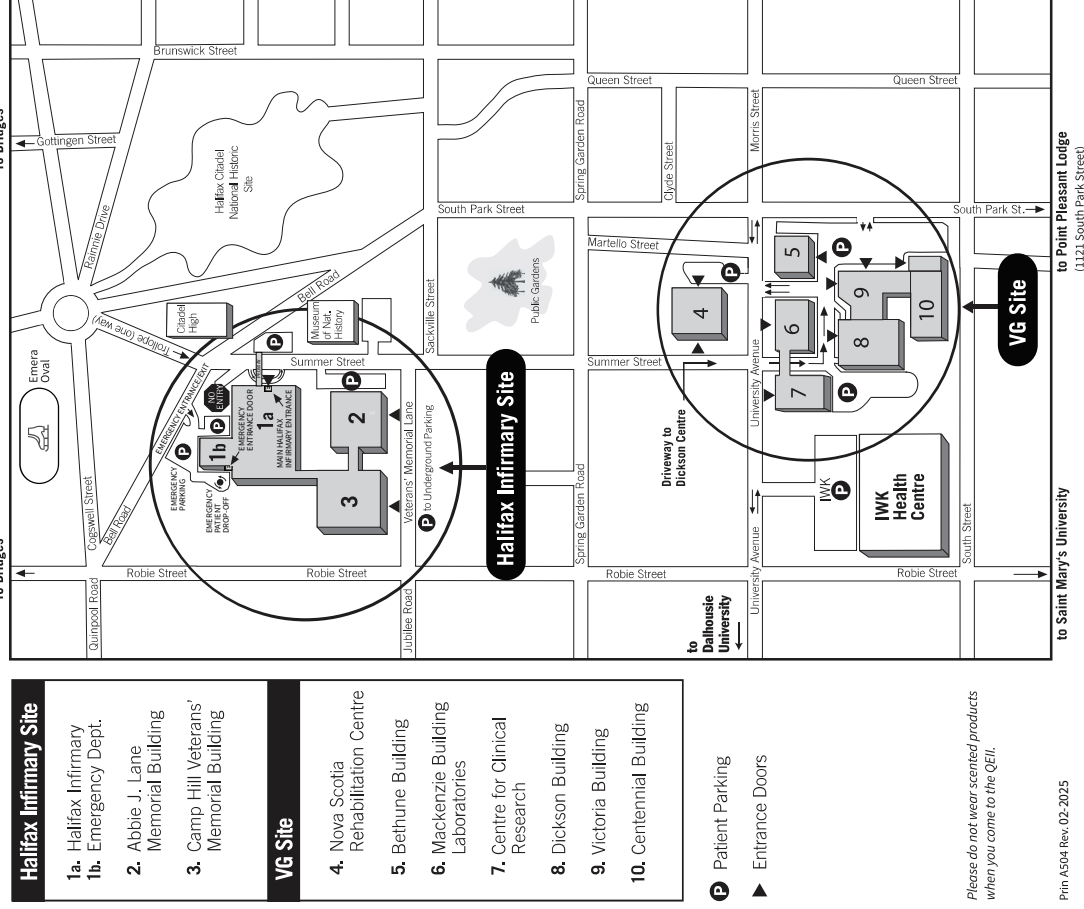
Where is the Clinic?

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.

QEI Health Sciences Centre

is made up of 10 buildings located on two sites



- 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.

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

• **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 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.

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.

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

- 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.

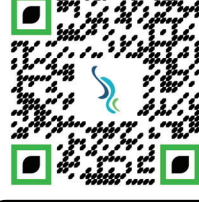
Do not drink tap water from anywhere in the building. This is for your safety. If you have questions, please ask your nurse.

- 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.

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.