

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

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.**

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.

- 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>



- **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?

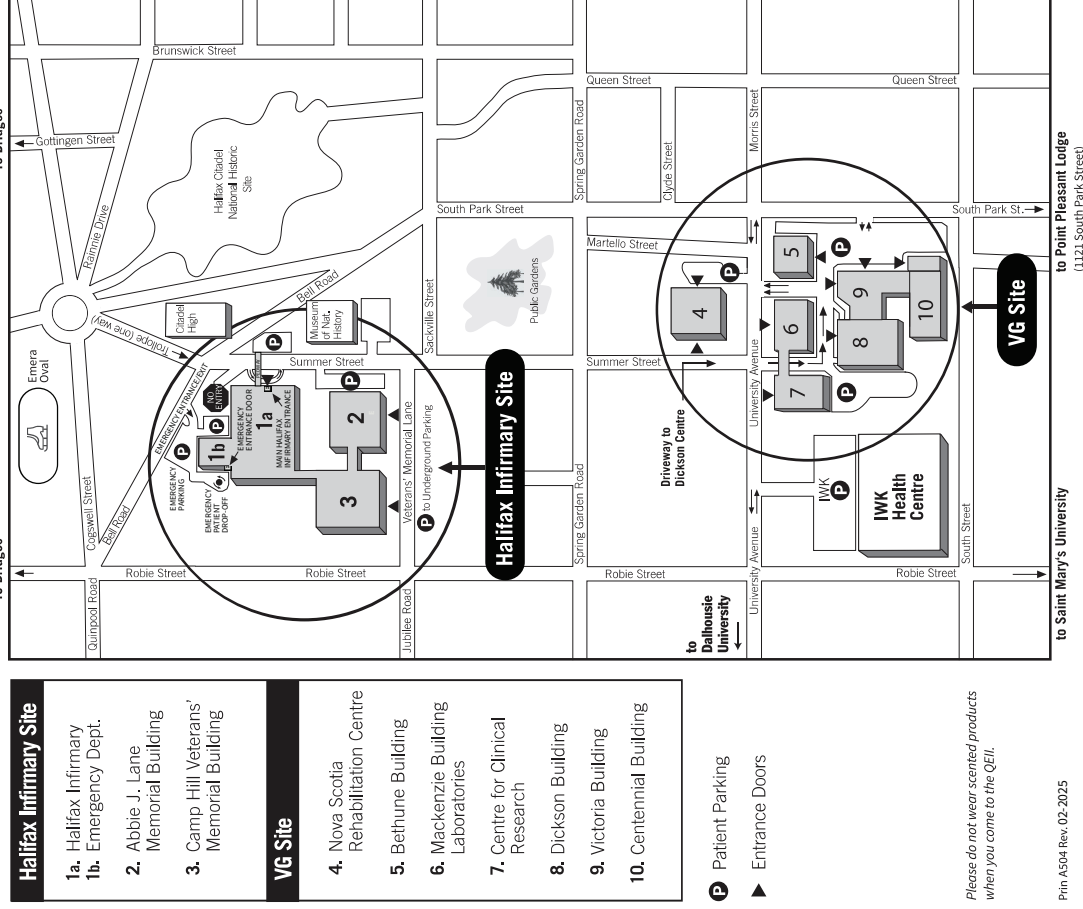
Victoria Building, 4th floor
 Victoria General (VG) site
 QE II Health Sciences Centre
 1276 South Park Street, Halifax

- 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.

- 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 4th 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.

QEI Health Sciences Centre

is made up of 10 buildings located on two sites



- 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 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

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

- 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

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 1st 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.

- 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)
- If you have mobility (movement) challenges, we can refer you to the Red Cross for free equipment rentals.

- 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 and weight.

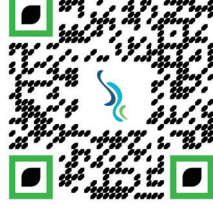
How do I get ready for my appointment?

- **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 1st 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

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
- 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.