

Calling for Help when the Clinic is Closed

A doctor is on-call for **urgent** medical issues after 5 pm, on weekends, and on stat holidays.

For severe emergency phone 911: an ambulance will take you to the closest emergency room

Please note: The on-call doctor is not in the hospital and does not have access to your child's chart, test results, or other information about your child. **If you have questions about these things, please call your nurse clinician during regular working hours. The doctor on-call is not able to answer these questions.**

For urgent medical issues:

- To reach the doctor on-call after hours (between 5 PM – 8 AM, weekends, stat holidays):
- Call BC Children's Hospital switchboard at (604) 875-2161 and ask to page the hematology / oncology doctor on call. Please give the operator your phone number (including area code)
- The doctor will phone you back. If you have not heard back within 10 minutes, please call again

The doctor you talk to may not know your child. Please provide the following information:

- Your child's name, your location in the province, and a phone number where you can be reached
- diagnosis and date of diagnosis
- name of hematologist / oncologist and nurse clinician
- most recent treatment and blood work results
- medications that your child is taking

Examples of When to Call the On-Call Doctor:

- If your child has a fever (38.5 Celsius by mouth or 38.0 Celsius under the arm)
 - Do not give Tylenol, Advil or Aspirin
 - If you are instructed to bring your child to the hospital, please apply EMLA cream on the Port if your child has one and bring your child's most recent discharge summary
- If you think your child is having a reaction to a medication
- If your child has a new illness or symptom, or the existing one is getting worse
- If your child's pain medications aren't working and he/she is in pain
- If your child has bleeding that doesn't stop in 5 - 10 minutes
- If your child has nonstop vomiting, diarrhea
- For urgent prescriptions – Please make sure you have enough medication before you leave the clinic, or phone your clinic nurse before you run out. If you need a prescription phoned in urgently after hours make sure you have the name, address, and phone number of your local pharmacy

These are just examples. Call the on-call doctor if you have concerns that you don't think should wait until the clinic is open.

During regular hours (Mon – Fri 8 am – 5 pm) Your child's doctor and nurse clinician are the best people to talk to about

- Appointment times or change appointments,
- Blood work results,
- Existing or new symptoms or concerns

BC Children's Hospital phone: 604-875-2345 (Toll free within BC 1-888-300-3088)

Nurse Clinician: _____ Extension: _____

Oncologist: _____ Extension: _____

Social Work: _____ Extension: _____

Outpatient Pharmacy extension: _____

Or call the clinic 604-875-2345 extension 7079 Website: www.kidscancer.bc.ca

Thank you for your help in making sure your child gets the best care possible.

Things to buy prior to discharge:

1. Digital thermometer: Braun (London Drugs) (under \$30)
2. If your child has an implanted Port, a tube of EMLA cream and Glad press n seal
3. If your child has central venous line, a metal cookie tray