

## AFTER-HOURS TELEPHONE SERVICE

The Endocrinology & Diabetes Unit at BC Children's Hospital is a provincial program, and we see approximately 4500 children with a wide variety of diabetes and endocrinology concerns.

We realize that many unplanned health crises can happen after our regular clinic hours. Our program is committed to offering the families we see access to 24-hour telephone support for medical emergencies.

In order to provide this care, the doctors take turns carrying a pager. They are usually NOT in the hospital at the time of your call, and they may not know your child or have access to his/her medical record. As there is one doctor on call for all endocrine and diabetes patients, they may not be able to answer your page immediately. Please allow them up to 20 minutes to return your call, before asking the hospital switchboard to page again.

When you call in, please let us know:

1. The name and age of your child
2. What medical condition your child has (i.e. type 1 diabetes or a specific endocrine problem, such as adrenal insufficiency)
3. The name of the Endocrine or Diabetes doctor your child usually sees
4. The reason for the call

In addition, please have available the name of your child's medications.

Some example of diabetes emergencies are:

- Severe low blood sugar (requiring glucagon)
- High blood sugar with ketones
- Vomiting and needing advice on insulin doses
- Insulin pump failure — to help with injection doses. To order a new pump, call the toll-free number of the manufacturer on the back of the pump

Some examples of endocrine emergencies are:

- Illness management concerns in a child who has stress hormone (cortisol) insufficiency or pituitary hormone deficiencies
- Unable to keep blood sugars above 3-4 mmol/L in a child with hyperinsulinism
- Nausea and vomiting in a child with diabetes insipidus
- Signs of low calcium in a child with a history of severe calcium deficiency

In situations that are deemed to be a medical emergency, but are unrelated to your child's diabetes or endocrine condition, go to the nearest emergency room or call 911.

Some examples of non-emergency situations that should be addressed through clinic during regular hours are:

- Administrative questions about your child's clinic day and time (i.e. rescheduling)
- Insulin dose adjustments (not related to illness)
- Prescription renewals
- Blood test results
- Travel letter or travel plan for insulin doses

For general questions please discuss with your child's primary doctor or nurse during office hours or at your next clinic visit, or leave a message at:

- Endocrine: 604-875-2117
- Diabetes: 604-875-2868

For after-hour emergencies, please contact 604-875-2161 and ask to speak with the Pediatric Endocrinologist on call.

Thank you for your help and understanding!

Your Endocrinology & Diabetes Teams