


How to get medical help

Information for patients and families at the **McMaster Hemoglobinopathy Clinic**

For medical emergencies	For urgent needs	For non-urgent needs
↓	↓	↓
<p>Call 911</p> <ul style="list-style-type: none"> An ambulance will bring you to the hospital.  <p style="text-align: center;">↓</p> <p>Medical emergencies may include:</p> <ul style="list-style-type: none"> Severe chest pain Trouble breathing Severe headache Vision problems like loss of vision or double vision Trouble speaking or slurring words Sudden weakness in the legs or trouble walking Seizures Loss of consciousness or confusion 	<p>Call the McMaster Hemoglobinopathy Clinic at 905-521-2100, ext. 73887 to speak with a health professional.</p> <p>Monday – Friday, 7:30 am – 4:00 pm</p> <p>After hours, weekends and holidays: For <u>pediatric patients only</u>, call Hospital Paging 905-521-5030</p> <ul style="list-style-type: none"> Ask to speak the Pediatric Hematologist on call. Be ready to tell the doctor about your child’s disease and current problem. <p>If unable to reach a health professional, go to the nearest emergency department</p> <ul style="list-style-type: none"> Pediatric patients (up to age 18 years) go to McMaster Children’s Hospital. Adult patients go to St Joseph’s Healthcare Hamilton. Ask the emergency doctor or nurse to contact the Hematologist on call for consultation. <p style="text-align: center;">↓</p> <p>Urgent needs include:</p> <ul style="list-style-type: none"> Fever: 38.3° C (101° F) or higher when taken by mouth or 37.8° C (100° F) or higher when taken under the arm. <p style="background-color: #ffcc00; padding: 2px;">Do not take (or give your child) acetaminophen (Tylenol) before talking to a health professional.</p> <ul style="list-style-type: none"> Signs of infection: Pain, redness or swelling anywhere in the body (sore throat, ear ache, stiff neck, pain when passing urine or a bowel movement), chills. Vomiting or diarrhea. Unable to eat or drink. No urine passed for 12 hours or more. Headache. Priapism (a painful erection lasting more than 1 hour). Swelling of the hands and feet. Pain that does not get better or gets worse, or an unusual pain. You (or your child) looks unwell and you are worried. 	<p>Do not come to the clinic without a scheduled appointment.</p> <p>Call the 3F Clinic: 905-521-2100, ext. 73887.</p> <ul style="list-style-type: none"> The Business Clerk may answer your question or direct your call. You may leave a message. <p>Call your clinic nurse: 905-521-2100 ext 76851.</p> <ul style="list-style-type: none"> You may leave a message. <p style="text-align: center;">↓</p> <p>Non-urgent calls include:</p> <ul style="list-style-type: none"> Making or changing an appointment Confirming dates of tests Asking for general information