

# Emergency treatment for patients with bleeding disorders

## Information for patients and parents from the Haemophilia Centre

### **What should I do if I have to go to an Urgent Treatment Centre (UTC) or Emergency Department (ED)?**

If you or your child has become unwell or has an injury and needs to go to an Urgent Treatment Centre or Emergency Department, it may be unsettling if the hospital staff do not understand your condition.

Part of the Haemophilia Centre's aim is to give you enough information so you feel confident communicating with healthcare professionals. You will undoubtedly become more of an expert in you or your child's condition than the UTC or ED staff can be. Therefore, with the Haemophilia Centre's support, and being able to speak to healthcare professionals about you or your child's specific conditions and needs, should make a trip there seem less stressful and hopefully more efficient.

Before going to the ED, it is important that you contact the Haemophilia Centre, to give the on-call consultant time to coordinate the care needed in terms of your bleeding disorder. It is important to take your Bleeding Status Card with you to show to staff. This will have your diagnosis and importantly the treatment you may need, along with the Centre's telephone numbers.

### **What if I or my child is having "On Demand" (only if needed) treatment?**

You may have already been given some Clotting Factor Concentrate to keep at home. It is important to take this with you to the Emergency Department, as this will greatly speed up the time it takes for the clotting factor to be given. Otherwise treatment has to be ordered from the blood transfusion department and this could delay your treatment.

It is also important to take your Bleeding Status Card. Tell staff that you or your child has a bleeding disorder and will need to be seen urgently.



## What if I or my child is having regular “Prophylaxis” (regular preventative) treatment?

You may be advised by the haemophilia doctor to give some treatment before going to the UTC or ED. This will minimise any bleeding during your journey to hospital and is one of the reasons why it is important to contact the Haemophilia Centre beforehand.

Once you or your child have been seen and assessed by a doctor, a plan can be made for any necessary follow-up treatment.

## Contacting the Haemophilia Centre

We have an emergency number that can be used for urgent clinical issues.

- **Monday to Friday** (excluding bank holidays); 8:30am to 5pm  
Telephone: 01227 78 31 66
- **Out of hours** emergency contact  
Telephone: 01227 78 31 90 and ask for the consultant on-call for haemophilia.

There will always be a consultant available if there are problems.

**This leaflet has been produced with and for patients**

If you would like this information in **another language, audio, Braille, Easy Read, or large print** please ask a member of staff. You can ask someone to contact us on your behalf.

**Any complaints, comments, concerns, or compliments** please speak to your doctor or nurse, or contact the Patient Advice and Liaison Service (PALS) on 01227 78 31 45, or email [ekh-tr.pals@nhs.net](mailto:ekh-tr.pals@nhs.net)

**Patients should not bring in large sums of money or valuables into hospital.** Please note that East Kent Hospitals accepts no responsibility for the loss or damage to personal property, unless the property had been handed in to Trust staff for safe-keeping.

**Further patient leaflets** are available via the East Kent Hospitals web site [www.ekhufft.nhs.uk/patientinformation](http://www.ekhufft.nhs.uk/patientinformation)