

## Patient information

### Emergency Treatment for Patients with Bleeding Disorders

#### Haematology Liverpool

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

If you have become unwell or have an injury and need 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 your condition than the UTC or ED staff can be. Therefore, the haemophilia centre's support and being able to speak to healthcare professionals about your 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 disorders alert 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 am 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 disorders alert card. Tell staff that you have a bleeding disorder and will need to be seen urgently.

#### **What if I am having regular "Prophylaxis" (regular preventative) treatment?**

You may be advised by the haemophilia team 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 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); 9am to 5pm

Telephone: 0151 706 3397

**Out of hours** emergency contact

Telephone: 0151 706 2000 and ask for the Haematologist on-call

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

## **Feedback**

Your feedback is important to us and helps us influence care in the future.

Following your discharge from hospital or attendance at your outpatient appointment you will receive a text asking if you would recommend our service to others. Please take the time to text back, you will not be charged for the text and can opt out at any point. Your co-operation is greatly appreciated.

## **Further information**

**If you have any further questions, please ask a member of our medical / nursing team. Please contact the Haemophilia Team**

**Available Monday - Friday**

**9am - 5pm**

**Tel: 0151 706 3397**

## **Useful Websites**

**The Haemophilia Society:**

**<https://haemophilia.org.uk/>**

**World Federation of Haemophilia:**

**[www.wfh.org](http://www.wfh.org)**

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All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically.

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