

Queensland Paediatric Haematology Service

General haematology

When and who to contact

General practitioner or medical centre

It is very important that your child has a regular general practitioner (GP) as this is your link to a health care provider in the community. Your GP can help you and your child manage common childhood illnesses not related to your blood disorder, regular vaccinations, and health care referrals to specialists.

Sick Day Action Plan

Sometimes children with blood disorders will have common childhood illnesses or conditions, such as cold or flu like symptoms, ear infections and skin conditions. If you are experiencing any of these symptoms you should visit your GP or nearest medical centre to have your child reviewed. If your GP has further concerns, he/she can contact your health care team.

Medical Emergency Action Plan

You will have been given specific information related to your child's blood disorder and the warning signs of a more serious condition. Your health care team considers these symptoms a sign of an emergency and you should take immediate action. Please contact the Haematology team for advice or present to your nearest hospital emergency department. If your child is very unwell call for an ambulance on **000**.

Enquiries

Non-urgent

Please email LCCH-Haematology@health.qld.gov.au if you need assistance with stock and supply orders, travel letters for your medication, school health action plans, or information on port or vein training. Please allow five working days for us to action these requests.

Clinic appointments

Please call the Outpatient Bookings Office on 1300 762 831 or email LCCH-Outpatients@health.qld.gov.au. Your health care team does not make these bookings or any changes to your appointments.

Telehealth appointments

Please email any queries about these clinics to LCCH-Telehealth@health.qld.gov.au.

Blood results

- o **Urgent** - Your health care team will contact you if required.
- o **Routine test /under investigation / follow up tests** - Please ensure you have a follow-up appointment booked. Blood results will not be discussed over the phone.

Medication scripts

Ideally scripts should be requested at your regular review appointment. If your child has a repeat prescription please check with the Queensland Children's Hospital Pharmacy how many repeats you have left and if you need a new script.

- o Pharmacy (Level 2e) open from Monday to Sunday 9am - 5pm. Tel: 3068 1934.
- o For Repeat Prescriptions call (07) 3068 1993 (press 1 and leave a message) or email LCCHPrescriptionRepeat@health.qld.gov.au.
- o If a script can be done by your GP, your health care team will direct you to do so.

Referrals

It is important that you ensure you have a valid referral from your GP for all appointments. Sometimes an indefinite (ongoing) referral may be appropriate if you are coming to clinic many times a year, please discuss this with your GP. Your GP can send your referral to the Referrals Centre Fax Number 1300 407 281

Useful patient and family resources

- Children's Health Queensland website www.childrens.health.qld.gov.au/lcch/
- Clinical Equipment and Consumables
Central Resource Service (CRS) - (07) 3068 4720 or CHQ_CRS@health.qld.gov.au
- Interpreter Services - Please ask staff for assistance
- Indigenous services and facilities - Liaison Officer on 0411 654 079

For medical issues related to your child's blood disorder

Monday – Friday (8am - 4pm)	After hours, weekends and public holidays
Nurse Mobile 0457 719 233	Contact the Queensland Children's Hospital switch on 3068 1111 and ask for the Haematology Consultant on-call
Doctor (Registrar) (07) 3068 4562	

Contact us

Haematology and Haemophilia

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t 07 3068 1111

e LCCH-Haematology@health.qld.gov.au

w www.childrens.health.qld.gov.au