

Emergency Care

10 tips to get the best results from your Emergency Department (ED) visit

1. Call the IHTC first.
 - The IHTC staff will call the Emergency Department (ED) to let them know you are coming. IHTC staff may share information about your diagnosis and the reason you are going to the ED.
 - The IHTC staff can also provide education about the treatment you will need for your bleeding disorder. This call from the IHTC will help prepare the ED staff who may not treat people with bleeding disorders every day.
2. Items you should take with you to the ED:

It may be helpful for you to keep these supplies in a bag that you can grab quickly in case of an emergency:

 - Your factor concentrate if you store it at home
 - A list of medicines you take on a regular basis
 - Any medical records you have easily available. This could include a travel letter or comprehensive clinic report.
 - Your medical insurance information
 - Any special medical supplies you may need, such as port needles, and
 - **Patience:** Emergency rooms are busy places. Your medical needs are important but remember that ED is required to evaluate patients so that the most serious cases are treated first.
3. Ask the ED staff if they have talked to your IHTC doctor before you are treated.

This is important so you are not sent home without a required follow-up treatment plan or a required test.
4. In most cases, you will know more about your bleeding disorder than the ED staff. Remember, you live with this disorder every day and the ED staff may see very few people with bleeding disorders. This does not mean the ED staff is not well-educated or knowledgeable. You can provide the ED staff with information about your disorder and explain your specific needs.
5. There may be other patient emergencies which take priority over your issue, such as people with a heart attack or stroke.
6. Stay calm and treat the staff as you wish to be treated. Try not to let your frustration or anger show. Offering to help and being friendly often gets the best results. If you are not seen promptly, politely ask the nursing staff if the ED is backed up and how long your wait may be.
7. If possible, bring your own factor with you. If the ED provides the factor, you may ask them to show you the box and mix it in front of you to avoid mistakes.
8. Remember that you will need pre-treatment with factor concentrate before most invasive procedures (like stitches or surgery). A routine blood draw is an exception and does not need pre-treatment.
9. ED visits may take several hours. Take something to do while you wait.
10. If you have a bad experience, please report this to the IHTC. We will work with you to decide how it should be handled. Some issues to think about include:
 - What in your opinion did not go well? W
 - as it a specific person problem or a system problem?

The IHTC can offer specific services to your ED in order to address issues and avoid future problems.