



Transfer to IWK for Care

Introduction

This information will help you as you travel to the IWK for investigation and /or treatment. You may be traveling in your own car, by ambulance, or air ambulance. The healthcare team will work with you to ensure the safest possible transfer for your child. The goal of this booklet is to provide information as you travel, such as:

- Important addresses and contact information
- Directions for travel
- What to expect when you arrive at the IWK
- What to bring with you

It can be quite stressful and frightening to have your child transferred out of New Brunswick (NB). This transfer is necessary as your child requires specialized care and testing. The IWK is Atlantic Canada's centre of excellence for Pediatric Care.

This information has been prepared by the Pediatric Oncology Patient Navigation Programs of Horizon and Vitalité Health Networks, in partnership with The New Brunswick Cancer Network (NBCN) and the IWK Pediatric Hematology Oncology Department.





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Address:

5850/5980 University Ave., PO Box 9700
Halifax, NS, B3K 6R8

Website

www.iwk.nshealth.ca

Switchboard	902-470-8888
Toll free	1-888-470-5888
Patient information	902-470-0655
Oncology / Hematology clinic	902-470-6910
Oncology / Hematology Inpatient unit	902-470-8395
Emergency department	902-470-8050
Translation Services	902-470-8572
Emergency Services Nova Scotia	911



Caring for Children and Teens

The staff in the hospitals in both New Brunswick and at the IWK Health Centre work to provide the best possible care for your child/teen. They understand that you, as parents, are the experts when it comes to the care of your children. That is why they believe in involving you as a member of your child's/teens health care team. This is called the family-centered care approach.

Please ask questions if there is something you do not understand and ask for assistance if you need help or have a concern about services. Do not be afraid to ask questions and tell someone when you are feeling overwhelmed.

Although you may see different routines or equipment at the different hospitals where your child receives care, it is important to remember that each hospital is working to ensure the best possible care for your child.

Prior to your appointment (if possible)

****If your child is transferred directly to the IWK by ambulance, the information in this section may not apply. If you have time between your child's visit with local healthcare team and the appointment in Halifax, you might find the following information helpful.

You will receive a call from the IWK with details about your appointment: when it is, where to go, and what to expect when you arrive. You will be advised if there is any special preparation you or your child may need to do to prepare for the visit, such as fasting (no food or water) for tests. The nurse will let you know what you need to bring and will tell you how long you may need to stay. The nurse will discuss with you if you need to book accommodations while in Halifax and will contact a social worker for help if necessary.

When you are called about your appointment please let staff know if your child has any particular fears, phobias or special needs. This is also the time to discuss your own concerns / fears about the appointment and visit at the IWK Health Center. Tell the staff if you will require assistance with translation.

Before your visit to clinic, ensure your doctor has all of your up to date contact information.

For your appointment please bring:

- Any and all medications that your child may be taking. **Prior to any admission you will be responsible to give your child any medication** from your own supply.
- New Brunswick **Medicare** card
- Diapers & wipes, if needed as they are not supplied by the Hospital.



- Pack an overnight bag, just in case.

Your child/teen will either have their appointment at the outpatient clinic (6 North) or will be admitted directly to the unit (6 Link). You will be given the names of members of the health care team taking care of you and your child/teen.

At this time, a nurse will admit your child/teen by asking you questions about your child's/teen's routines at home, likes/dislikes, allergies, medications and a brief health history. The nurse will also discuss with you your wishes regarding visiting/rooming-in and how the health care team can work with you to best meet your child's/teen's needs.

During the visit you will meet with the doctor, a nurse as well as other medical team members such as a social worker, or child life.

If your child's condition changes while you are still **at home** and awaiting your consult with the IWK, please contact your physician during office hours or go to the local emergency room.

If your child's condition changes for the worse while you are in the **Halifax** area, prior to your appointment, please call the switchboard (902-470-8888) and have the oncologist paged. You may still need to go to the emergency room but the oncologist will let them know you are on your way in.





Liaison Nurse for IWK

For patients and families from New Brunswick, liaison nurses are available to help make your visit easier. Liaison nurses are located in Halifax, and can visit you and your family at the IWK.

Funded by the New Brunswick Department of Health, these liaison nurses:

- Provide information for patients, families and health care professionals on out-of-province health care issues.
- Work with Nova Scotia and your NB health care professionals to plan for your transfer to home care/home hospital.
- Provide information on costs of services covered by your home province.
- For more information, please call:

Telephone: 902-473-7082

Pager: 902-473-2222 # 2186

Pediatric Oncology Patient Navigator – New Brunswick

The Pediatric Oncology Patient Navigator is a nurse with education and expertise caring for children and teens' with cancer. The Navigator can help you and your family to understand the challenges you may face, as well as answer questions you may have about your visit to the IWK. The navigator works with the medical teams in New Brunswick as well as the out of province specialty centers. The patient navigators are located in New Brunswick and are available by telephone and or email during your stay at the IWK

The navigator can:

- Link you with supports and other professionals.
- Ensure your family has all of the information you need
- Assist you in finding resources to help with travel

Horizon Health Network

506-432-3262

www.Horizonnb.ca

Vitalité Health Network

506-862-7516

www.vitalitenb.ca

****The navigator does not provide direct medical care to your child. If your child or teen requires medical attention, please call their pediatrician or go directly to your local emergency department or clinic.**



Directions to IWK Health Center

Directions from NB border (Sackville): you are approximately 2 hours from IWK at this point. (map - page 17)

1. Travel southeast on the Trans-Canada Highway (106 km) Partial toll road
2. Take exit 15 to merge onto NS – 102 S toward Halifax/Truro (74.9 km)
3. Continue onto Nova Scotia Hwy 118 S (signs for Nova Scotia 118/Nova Scotia 107/Nova Scotia 111/Dartmouth/Halifax via Bridges) (12.1 km)
4. Take the Wright Avenue exit toward Burnside Park (450m)
5. Keep left at the fork, follow signs for Halifax and merge onto NS-111 N (7.7 km) Partial toll road
6. Take the exit toward Robie Street (350 m)
7. Slight right onto Massachusetts Avenue (1.2 km)
8. Continue onto Robie Street (3.0 km)
9. Turn left onto University Avenue (50m)
10. Turn Right (75 m)
IWK Health Centre
5850/5980 University Avenue

Highway and Bridge Tolls (in Nova Scotia):

Highway (Cobequid Pass, highway 104)	\$4.00
MacKay and MacDonald Bridges in Halifax	\$1.00

Parking at the IWK

The IWK's multi-level public parkade is located on University Avenue, attached to the IWK for patient, family and visitor use. When you enter into the parkade you will receive an entry ticket. **Please take this ticket with you when you enter the Health Centre. Parking payment is required before you return to your car.** Automated parking pay stations are located in the IWK Gallery, near both entrances to the parkade.

Bus Routes

The IWK Health Centre is close to many bus routes that connect you to other parts of Halifax and surrounding areas (downtown, shopping centers, hotels and restaurants). For information on bus routes, schedules and fares, call the **Metro Transit Information line at (902) 490-4000** or visit their website at www.halifax.ca/metrotransit/schedules



Nearby Accommodations

Ronald McDonald House

1133 Tower Road, Halifax, N.S.

Ronald McDonald House serves as a home away from home for you and your family if your child has frequent or long stays at the Health Centre. It is located only five minutes from the Health Centre. (for patients under the age of 19 and their families).

For reservations or more information, please call (902) 429-4044 or



visit www.rmhatlantic.ca.

The Ronald McDonald Family Room

The Family Room is a place to go to relax and refresh, a home away from home - located inside the IWK Health Centre on the third floor link. It is accessed by using the green elevators and is between the NICU and PICU units. It is open from 9 am to 9 pm daily.

For more information, please visit www.familyroom.rmhatlantic.ca.

Point Pleasant Lodge

Point Pleasant lodge provides guest rooms for people requiring medical treatment in the Halifax area.

For information, please call (902)421-1599, or visit the web site, <https://pointpleasantlodge.com/>



The Canadian Cancer Society's the Lodge that Gives

5826 South Street, Halifax, N.S.

The Lodge that Gives is located across the street from the Health Centre. (for cancer patients and families). For information call (902) 420-1849, or visit the website,

<http://daffodilplace.com/the-lodge-that-gives.php>



Hotels

Atlantica Hotel	(902)423-1161
Cambridge Suites Hotel	(902)420-0555 // 1-(800)565-1263
Delta Barrington	(902)429-7410
Delta Halifax	(902)425-6700
The Lord Nelson Hotel	(902)423-6331

Please Note:

- The above accommodations are a maximum 20 minute walk from the IWK and/or QEII (Victoria General/Halifax Infirmary sites).
- These hotels may offer special rates for patients and families visiting the Health Centre.
- Remember to ask if there are special rates when booking your stay.
- Many facilities require verification of hospital visit/admission on check-in (i.e. notification letter from hospital), to qualify for the hospital rate.
- Please contact facilities directly to obtain additional information about services, rates and availability.
- Some facilities have a reduced rate for longer stays. Please check with each individual facility.

Places to Eat (within the IWK)

Southstreet Café (IWK Cafeteria)

The Southstreet Café located on the 1st floor of the Health Centre, is open from 7:30 a.m. to 6:30 p.m., Monday to Friday; 9 a.m. to 1 p.m. on Saturday and Sundays; Closed on Holidays. The cafeteria serves a variety of salads, sandwiches, desserts and beverages, as well as hot food items. Allergy friendly meals are available.

Tim Hortons

Tim Hortons is located in the Gallery of the Richard B. Goldbloom Research and Clinical Care Pavilion, off of University Avenue and is open from 6:30 a.m. until midnight, seven days a week.

Subway

The Subway restaurant is located in the Gallery of the Richard B. Goldbloom Research and Clinical Care Pavilion. It is open seven days a week from 6:30 a.m. to 1 a.m.

Pizza Slice and Frosty Ice

Serving pizza and frozen treats, it is located in the Gallery of the Richard B. Goldbloom Research and Clinical Care Pavilion. It is open seven days a week from 11 a.m. to midnight.



Places to eat near IWK (within 1 km)

Mexicali Rosa's: 5472 Spring Garden Road

My Three Cousins: 6230 Coburg St.

Second Cup: 6050 University Ave.

Smitty's Family Restaurant: 1490 Cathedral Lane

Arriving at the IWK

Hematology / Oncology - 6-North Clinic

Some families will visit the 6 North Hematology/Oncology Ambulatory Clinic only or start here before their child is admitted to the inpatient unit. If you are coming to the clinic first you will receive a phone call from one of the clinic nurses who will help you plan your visit to the IWK. This clinic treats children with blood disorders, and cancer.

It is important for patients and their families to ask questions of their health care team if you are unsure about your child's treatment, medications, and/or required procedures. The goal at the IWK is to provide the safest care possible at all times to patients and families who come to 6 North for treatment.

Be prepared for delays, specific times are given, but emergencies can happen

The information booth in the Gallery will provide you with directions to 6 North Clinic

- Follow the green wave past the green elevators
- Turn left and follow the blue wave to the end of the hall
- Take the blue elevators to the 6th floor
- Turn left when you exit the elevator
- Turn left down the green hallway
- Turn right and the registration desk is straight ahead of you

Clinic Hours: 08:00 am – 4:00 pm, Monday to Friday

If you cannot make your appointment or you are running late please call the clinic toll free 1-888-470-5888 and ask for extension 6910. The local number is 470-6910.

The 6 North clinic has:

- A waiting area
- Activity area (not supervised)
- Kitchen area which has a refrigerator, microwave and toaster



- **Food is not** provided in the outpatient clinic area for you or your child. You may bring food from home and prepare it in the kitchen area.
- Bring reading material if desired as no reading material is provided in common areas, such as waiting rooms
- **While in the clinic, parents are responsible to bring and give the child their necessary medications.**

Hematology/Oncology/Nephrology Inpatient Unit (6 Link)

The Hematology/Oncology/Nephrology Inpatient Unit (6 Link) cares for infants, children or teens who might have a severe blood disorder; a diagnosis of cancer; or a diagnosis related to a kidney condition. Some patients will be admitted to 6 Link to find out if they have a particular condition, other patients will be admitted for treatment.

The 6 Link inpatient unit is accessed using the green elevators which are located off of the Gallery; follow the green wave to the green elevators. Exit on the 6th floor.

The 6 Link inpatient unit has:

- Private rooms
- Kitchenette, to prepare snacks. (limited grocery items available).
- Play room
- Parent / Family lounge
- Washers and dryers are available. (only unscented detergent is permitted).

Patient rooms have:

- Television sets.
- Phones are available in most rooms. To call in please call the patient switchboard at **(902) 470-8888** and ask to be connected to your child's/teen's room. Calls will not be transferred into rooms after 10:00 pm. For local outgoing calls, dial 9 and the number. For long distance calls, dial 0 for operator assistance.
- Small fridges

Note: Please do not bring any small appliances (i.e. electric skillets) as they pose a safety risk.

Parents/guardians are encouraged to stay in the child/teens room. If the family requires separate accommodations the IWK staff will try to help but there is no guarantee that separate accommodations are possible.

Personal Items Useful to Bring:

- Toiletries/cosmetics for yourself and child
- Sleeping attire
- Medications for your child and you
- Diapers & wipes (these items **are not** provided by the hospital)



- Current schoolwork
- Telephone numbers of family and friends
- Books
- Favorite toy, book, blanket
- Personal electronics and chargers

Common Investigations

The following are some of the more common investigations used for diagnosis

Lab tests: Blood and urine tests to check the function of various organ systems. You will be told if your child is allowed to eat or drink prior to tests.

Physical exam: usually a physical exam includes checking vital signs (temperature, respirations, pulse and blood pressure), as well as height and weight.

Bone Marrow Examination (aspiration and biopsy):

The bone marrow is the factory in the bones of the body where blood cells are made. The bone marrow is accessed by the physician using a special needle. The procedure may be carried out with the child under sedation (the child may receive medication to relax or to help them sleep during the procedure).

Lumbar puncture (LP):

An LP is a procedure to collect the fluid that surrounds the brain and spinal cord, the cerebrospinal fluid (CSF). The child is sedated for the procedure and the physician uses a special needle to remove a sample of the fluid for examination. The child may experience a headache following the procedure which can be treated as needed.

X-rays (Radiology):

Radiology is an investigation that uses X-rays to obtain pictures of different parts of the body. Chest x-rays are the most frequent x-rays used; it will show the lungs, heart and bones. A parent may be present for an x-ray if they wear a protective apron. The process does not take long, and the child will not feel anything.

CAT scan (computerized axial tomography, CT):

A CAT scan, also known as CT scan, uses a computer to produce detailed pictures of the body. The child will lie on a table and go into a large circle as pictures are taken. The test can take 30 to 60 minutes to complete. You will be told before the test if your child may eat or drink before.

The CT scan requires a contrast dye to ensure good pictures. This will be either given as a drink or into the veins by the technician. Please let the technologist know if your child has any allergies. Your child will be required to lie still for this test and if unable to do so he/she may require sedation.



Ultrasound:

Pictures are taken of the body using sound waves from a special vibrating crystal. It is most often used in pregnancy but is also used to view various organs of the body. The child will lie on a table in a darkened room. The technician will use jelly and will glide a probe over the area of the body being examined. The technician will see pictures on the computer screen.

Bone Scan:

A bone scan is used to study the bones in the body. A person is first given an injection of dye and the exam is then performed 2 – 4 hours later. The exam itself takes 30 to 60 minutes to complete. If the child cannot lie still he/she may require sedation.

MRI (magnetic resonance imaging):

MRI uses a specialized magnet, radio waves and computer technology to produce pictures. The test may take one hour or more to complete. The child may need to have sedation if they are unable to stay still for the duration of the test.

PET scan (Positron emission tomography):

PET provides 3-dimensional images of how the internal organs are functioning. It detects changes in the activity of cells within organs. PET scan requires an injection of a substance called a “tracer” into the vein. The child may need to have sedation if they are unable to stay still for the duration of the test.

****If the child needs sedation for any tests they will need to be fasting (no food or drink by mouth)****

****Please tell the technician if your child has any allergies****

While You Wait

You can help your child by keeping him/her occupied. While waiting you can play games, read and keep in touch with friends and family. You can also visit:

Newman Memorial Gardens

Located just outside the Women’s Building entrance, 5980 University Avenue, the Newman Memorial Gardens provides a peaceful atmosphere for patients and their families to enjoy.

The Play garden



The Play garden is located in front of the Children's Building entrance, 5850 University Avenue. It provides an outdoor environment for children and families for play and is a refreshing change from the Health Centre environment. The Play garden is staffed by the IWK Child Life Department who are trained in play and youth programming.

Ronald McDonald Family Room

The Ronald McDonald Family Room is a place to go to relax and refresh, a home away from home - located inside the IWK Health Centre on the third floor link. The room includes a living room, art room, kitchen/dining area, computers and laundry facilities. It is accessed by using the green elevators and is between the NICU and PICU units. It is open from 9 am to 9 pm daily.

For more information, please visit www.familyroom.rmhatlantic.ca.

Fish Tanks

Located in the Lobby of the Children's Building and in the Goldbloom Pavilion.

The fish tanks are favorite visiting spots for children and adults alike. This serene escape is a place for caregivers and families to take a little stroll or for young ones to drop by during a visit.

IWK Model Railway

The Model Railway brings the world of transportation to all who visit. Located on the first floor, near the South Street entrance, Children's Building. The Railway is run by volunteers from The Model Railway Association, Monday through Friday, 9:00 am – 11:00 am.

Family Resource Library

The Family Resource Library at the IWK is your library. It provides health information for patients, families and friends. It is located on the main floor close to the Women's building entrance.

For information about library hours please call (902)470-8351

Biggs & Littles - Gift Shoppe

Located in the IWK Gallery within the Dr. Richard B. Goldbloom Pavilion. The hours of Operation are:

Monday to Friday	09:00 a.m. to 8:00 p.m.
Saturdays	10:00 a.m. to 4:00 p.m.
Sundays and holidays	12:00 p.m. (noon) to 4:00 p.m.



Miscellaneous Information

IWK is Scent Free

Many individuals are sensitive to fragrance. While in the IWK Health Centre, as an in-patient, out-patient or visitor, please do not use perfume, cologne, aftershave or scented hair spray.

IWK is Smoke Free

The IWK Health Centre is a non-smoking facility. Smoking is not allowed in the building, in the IWK parkade or on IWK property. Your co-operation and consideration of others is appreciated.

Banking

Two banking machines are available within the IWK Health Centre. They are located at:

- The main floor of the Health Centre near the cafeteria.
- The Goldbloom Pavilion, close to Tim Hortons and Subway

References

Baggott, C., Fochtman, D., Foley, G. V., & Kelly, K. P. (2011). *Nursing care of children and adolescents with cancer and blood disorders* (4th ed.). Glenview, IL: Association of Pediatric Hematology/Oncology Nurses.

Barr, R. D., Crockett, M., Dawson, S., Eves, M., Whitton, A., & Wiernikowski, J. (2001). *Childhood cancer: information for the patient and family* (2nd ed.). Hamilton, Ont.: B.C. Decker.

Google Maps. Retrieved September 8, 2014, <https://maps.google.ca/maps>

IWK Health Centre. Retrieved January 24, 2014, from <http://www.iwk.nshealth.ca/>



Helpful Websites

Please be aware as you are searching for answers that some websites are based in the USA and the information contained may not be applicable to the Canadian healthcare system. We encourage you to discuss the information you find on line with your nurse, doctor and/or your pediatric oncology patient navigator.

The following is a list of commonly used websites:

Horizon Health Network	http://www.horizonnb.ca
Vitalité Health Network	http://www.vitalitenb.ca
Make a Wish Canada	http://www.makeawish.ca/
Children's Wish Foundation	http://www.childrenswish.ca/
Starlight Children's Foundation	http://www.starlightcanada.org/
About Kids Health (Sick Kids Hospital)	http://www.aboutkidshealth.ca/
Atlantic Province Pediatric Hematology Oncology Network	http://www.apphon-rohppa.com/
IWK Health Center	http://www.iwk.nshealth.ca/
Sick Kids Hospital Toronto	http://www.sickkids.ca/
Le Centre hospitalier universitaire de Québec (CHUQ)	http://www.chuq.qc.ca/fr/
St. Justine's Children's Hospital	http://www.chu-sainte-justine.org/Home/default.aspx