

Welcome to the Bronson Hemophilia Treatment Center

Your nurses are Nancy RN and Jenn RN.

The phone number for your doctor's office is 269-286-7170.

The phone number for your nurses is **269-286-7180**.

The office is open from 8:00 AM – 4:30 PM Monday through Friday.

For your next appointment, let us know if a certain day would be helpful. We will do our best to make it work. We can give you an excuse note for school or work.

The nurses also work with pediatric patients in the Bronson Pediatric Hematology/Oncology office. When they are at the pediatric office, they check messages regularly. You can leave them a non-urgent messages at the Bronson Hemophilia Treatment Center office at 269-286-7180. Messages are generally checked every 2 hours.

✓ If you have an urgent matter, call 269-286-7170 to have the hemophilia nurse paged.

✓ If you have a life threatening emergency call 911.

✓ If you have an urgent bleeding issue **after** office hours:



Call 269-286-7170 and follow the prompts for the answering service.



The answering service will page the doctor on call.



Make sure your phone is free to receive the call from the doctor.



If you have not heard back after 30 minutes, call again. Let the answering service know that you have not heard back. It may be a busy night or the doctor may not have been able to get through. Give the doctor time to call back after your 2nd call. Keep communication open.



Tell the on-call doctor:

- Patient name.
- Diagnosis.
- What the bleeding problem is.
- What treatment you have already tried. Then, follow the directions from the on-call doctor.



Call the nurse the next day with an update.