



How to Reach the Children's Diabetes Team

Your diabetes team is here to support you. A diabetes educator (nurse or dietitian) is available by phone or email weekdays from 7:30am to 4pm for non-urgent concerns. We do our best to respond within 24 hours. We can help with things like:

- Review of glucose records for insulin dose adjustment
- Help managing physical activity and diabetes
- General diabetes questions
- Requests for diabetes bloodwork results
- Requests for travel letters and information about travelling with diabetes (notify us at least two weeks in advance of travel)

When contacting us for insulin dose or pump setting adjustment please be ready with:

- Blood glucose records or glucose sensor reports
- Insulin types and doses
- Insulin pump information (upload pump at home)
- Relevant activity information
- Your thoughts about what needs to be adjusted

When contacting us by email be remember to include things like your child's full name, what brand of sensor and pump you are on, etc.

Diabetes Educator Main Phone
902-470-8340

Diabetes Educator Email
youth.diabetes@iwk.nshealth.ca

Urgent Concerns - Pager

A Diabetes Educator or Doctor can be reached by pager at any time for **urgent** concerns. On evenings and weekends we are not at the IWK and do not have access to medical charts. Examples of when to call the pager:

- During times of illness, vomiting or ketones and you are unsure what to do
- Persistent low blood sugar or have had a severe hypoglycemic (low) event
- Mistake made with insulin dose
- Insulin pump failure (please have pump settings ready)

To Call Pager:

**Call IWK Switchboard at 902-470-8888 (toll-free 1-866-470-5888)
Ask for the Diabetes Educator or Diabetes Doctor on call**

New Diagnosis - Pager

Families are asked to call though the pager between **3pm and 4pm** for daily insulin adjustment when then are first diagnosed. This lasts about two weeks. Then families are asked to call the main phone line or email for routine adjustment.

Social Worker and Dietitians

The diabetes social worker can provide counselling and support to youth and/or their family for issues related to living with diabetes such as; adjusting to a new diagnosis, coping, burnout, and parent-teen conflict. The social worker can also provide guidance and referrals for mental health concerns, and financial resources such as drug coverage and the disability tax credit.

Your diabetes dietitians can help with things like carbohydrate counting, adjusting insulin to carb ratios or carb targets, and other nutrition questions or concerns. Your diabetes dietitians are also certified diabetes educators and also help with general diabetes education, insulin dose adjustment and on call coverage.

See contact list on page 4.

Appointments & Requests for Letters

Our booking and registration clerk is available weekdays 7:30am to 3:30pm to help with things like:

- Confirming, changing or cancelling appointments.
- Requesting letters from the physician or forms that need to be filled out by a physician.

An appointment letter will be mailed or emailed to you before your appointment. It is **very important that you read the full letter**. This letter will tell you about our cancellation/ no show policy and what to bring to your appointments. If you need to cancel, please let the booking clerk know as soon as possible so the spot can be filled.

Booking and Registration
902-470-7725

Friendly reminders:

- When leaving voicemails, please include your child's name and best way to reach you.
- Please do not call or email the diabetes educators about appointments.

Full contact list →

Diabetes Clinic Contact List

Booking And Registration		
Angela Field	902-470-7725	angela.field@iwk.nshealth.ca

Social Work		
Thomas Williams	902-470-7700	thomas3.williams@iwk.nshealth.ca

Diabetes Nurse Educators		
Emily Gouthro Leigh-Ann Marshall Karen Henderson	902-470-8340	youth.diabetes@iwk.nshealth.ca

Diabetes Dietitian Educators		
Laurel Fry Khlood Aly	902-470-7803 902 470-7742	laurel.fry@iwk.nshealth.ca khlood.alys@iwk.nshealth.ca

Diabetes Doctors (Endocrinologists)	
Elizabeth Cummings Teresa Pinto Arati Mokashi Carly Baxter	902-470-8707 (Administrative Assistants)

Mailing Address	Fax/Email
IWK Health Centre Peds Diabetes – 5 th Floor Children's Site 5850/5980 University Avenue PO Box 9700, Halifax, NS B3K 6R8, Canada	902-470-7264 youth.diabetes@iwk.nshealth.ca

**Please, no scented products or fragrances at the IWK.*

IWK Diabetes Team, Halifax, NS; PL-0395 Last Update: 06/23; Next Review: June 2026