

Contact the On-Call Provider

If you have *concerns* about yourself or your baby please contact
Apple Tree's On-Call Provider

Please *do not* leave a message on the office phone,
these messages are not checked outside of business hours

Call 1-866-279-9111

This number will be forwarded to the person who is On-Call for Apple Tree Maternity

Leave a Message with your:

- Name
- Phone number to reach you
- The reason for the call

If it is an ***urgent*** matter the care provider will call you back as soon as possible, please try to stay off the phone while waiting for the call. If you have not had a response by the ***second*** try, please call the hospital at 250-352-3111 and ask for Maternity.

If it is a *non-urgent* matter, the care provider will return your call within 24 hours.

Please see the reverse side for examples of when to call Apple Tree's on-call provider

Examples of when to call your care provider:

Pregnancy

- Bright red bleeding
- Severe abdominal pain or abdominal trauma
- Fever >38 degrees for over 24 hrs
- Severe vomiting for over 24hrs
- Leaking fluid from the vaginal area
- Signs of a bladder infection (painful urination, increased frequency)
- Severe headache, visual disturbances, rib/chest pain
- Concerns about fetal movement (less than 10 movements in 2 hours) after 26-28 wks
- Any painful, regular contractions before term (37wks gestation)

In Labour

If you suspect you may be in labour and/or your water has broken. During the day (8am to 8pm) you can call the care provider to give a 'heads up' and to check-in. At night, if you do not need the care provider immediately please wait until morning or when you are in Active Labour.

- Active Labour (*when to call in labour can change based on distance to the hospital*)
 - **First Baby: 3-2-1 Rule**
 - Consistent contractions every **3** minutes (timing from the start of each contraction) for over **2** hours that are lasting **1** minute
 - **Second + Baby: 5-1-1 Rule**
 - Contractions every **5** minutes for **1** hour that are **1** minute long
- Waters Breaking (rupture of the amniotic sac) *and* you are GBS positive *or* there is meconium

These are rough guides. If you are experiencing very intense contractions – especially when the onset of contractions is sudden or there has been an abrupt change in the contractions – do not wait. Call us immediately.

Postpartum

- Newborn
 - Not wanting to feed
 - Any concerns of an unwell baby
- Maternal
 - Heavy bleeding (soaking a full pad in an hour, clots larger than an egg)
 - Fever/flu-like symptoms
 - Significant pain over stomach/vaginal area
 - Odorous discharge

Or call the on-call provider if you have any other concerns about yourself or your baby

When to call 911 & the Apple Tree On-call provider

- If your water has broken and you feel something hanging outside of your vagina (and get in knees & chest position on the floor)
- If the birth is imminent