Occasionally, there are times when no team members are available. It’s important to have a family physician or pediatrician that you can call if you need assistance during these times, especially for non-diabetes concerns. If your child is very unwell, please proceed to your local ER or call for an ambulance.

**Urgent situations**

**Reasons to call:** illness with vomiting, diarrhea, unable to eat, and low blood sugars; high blood sugars with ketones that are not deceasing; low blood sugar requiring Glucagon administration; insulin pump failure with high blood sugar & ketones.

**Mon- Fri 8:30 am to 4:30 pm (stat days excepted)**
Call the Nurses first – numbers below or by pager (Call 306-655-1000 and ask for the Pediatric Diabetes Nurse on pager #10287.) Wait on the line for a response. It is best to call through to the pager first.

**Mon-Fri after 4:30 pm and Weekends/Stat Holidays**
Call 306-655-1000 (hospital switchboard) and ask for the Pediatric Diabetes Doctor On-Call

**Non-urgent situations – Call the Nurses or Admin Support staff first**

**Reasons to call:**
- Assistance with insulin adjustments for patterns of low or high blood sugars – please review blood sugars records prior to calling and have an idea on what you should do next.
- New diagnosis and have completed calling the doctor after hospital discharge
- New situations – activity, school, illness, travel, etc.
- Prescription renewals, lab requisitions (these are done at clinic appts), forms to complete

**When/How to Reach:**

**Mon - Fri 8:30 am – 4 pm (stat days excepted)**
- **Nurses** (insulin adjustments, travel, school concerns, etc)
  - Melody – Mon to Thurs - 306-655-2144 Email: melody.fornwald@saskhealthauthority.ca
  - Nola – Mon to Fri - 306-655-2147 Email: nola.kornder@saskhealthauthority.ca
  - Alex – Mon, Thurs, Fri – 306-655-1879 Email: alexandra.gotts@saskhealthauthority.ca
- **Dietitians** (carb targets or ratio concerns, activity, etc)
  - Audrey – 306-655-2149 Email: audrey.hill@saskauthority.ca
  - Julie – Mon, Tues, Wed – 306-655-2150 Email: julie.bunney@saskhealthauthority.ca
  - Heather – Thurs, Fri – 306-655-2150 Email: heather.hanson@saskhealthauthority.ca
- **Social Worker** (assistance with finding support for coping, mental health concerns, etc)
  - Tracy – 306-655-2462 Email: tracy.pytlowany@saskhealthauthority.ca
- **Admin Support** (clinic booking, forms, etc.)
  - Joanne – 306-655-2199 Email: joanne.kinzel@saskhealthauthority.ca