

Welcome to our clinic!

We are delighted you have chosen Genea Newcastle for your fertility treatment. Our highly qualified team of Fertility Specialists, Nurses, Scientists, Counsellor, and Administrative Professionals are dedicated to helping you through every step of your journey by offering guidance and support from your initial consultation through to the outcome of your treatment. We understand the emotional investment required to consider and undertake any form of fertility treatment and are available to discuss all elements of your journey along the way.

There can be a lot to take in during your initial consultation, trying to understand your treatment and all the steps involved with it, what you need to do and when you need to do it! Our aim is to make your experience as smooth as we possibly can. This information pack contains general information about the clinic and your treatment, but you'll also receive other information along the way tailored specifically to you. If you're unsure about anything remember we're here to help so, please ask questions.

With over 35 years' experience helping people across Newcastle, the Hunter and Central Coast achieve their dream of starting a family, our success rates show we give you the best possible chance of achieving your dream – taking home a baby.

We are proud of the care we offer our patients and welcome your feedback at any time, good or otherwise, which is why we will send you a link for a short survey at the end of each treatment cycle to learn about your experience with us. It's your chance to let us know where we're going right and perhaps give us some tips on how we can make things run better in the future.

We're honoured to join you on your journey.

Genea Newcastle Team

GENEA NEWCASTLE

We are part of the Genea Sydney group, however our clinics operate independently. Please contact our clinic directly for all queries.

Phone: (02) 4902 7000
Fax: (02) 4963 7313
Website: www.geneanewcastle.com.au

ANSWERING PHONE CALLS

It is usual practice for all calls to go to message bank in both accounts and nursing; and your call will be returned. This is to protect confidentiality and privacy. By leaving your details and a short message as to why you are calling, allows staff to have your details in front of them before calling you back. **Calls will be returned on the same day.** If you need to speak with someone urgently, call Reception on 4902 7000.

NURSES

The nurses direct phone lines are:

(02) 4902 7010
(02) 4902 7011

EMERGENCY / OUT OF HOURS CONTACT

The on-call nurse can be contacted after hours for **EMERGENCIES ONLY** that cannot wait till business hours the next day - phone 0438 420 692. If you are calling from a private number, it will automatically go to voicemail and a nurse will call you back.

TIME

We appreciate you being on time for appointments as we have many patients to see each day. If you are running more than 5 minutes late for an appointment, please call 49027000 to let us know.

SCREENING BLOOD TESTS

These blood tests are collected from all IVF patients (including partners) at initial interview, and then repeated every 2 years whilst undergoing treatment.

KARYOTYPE TESTING

Recommended for some couples. If you have previously had a karyotype test, or have not received cost information, please inform the nurse coordinators.



BLOOD COLLECTION TIMES

Monday to Friday 7:00am – 10:00am
Saturday 7:00am – 9:00am
Sunday 8:00am – 9:00am

CLINIC OPENING HOURS

7:00am – 3:30pm
7:00am – 2:30pm
8:00am – 12:00pm

RESULTS

When you have a blood test or ultrasound, we request that you phone for the results on the nurse's line between 2:00pm – 3:15pm, unless instructed otherwise.

FSH – FOLLICLE STIMULATING HORMONE

The injection given to stimulate the ovaries to produce follicles. You will be given a home injection kit and professional instruction in taking your FSH.

INJECTIONS

All injections are given subcutaneously (under the skin, into the fatty tissue) unless advised otherwise.

SYNAREL

This nasal spray is required (in some cycles) to be taken 1 spray morning and night, strictly 12 hours apart; until you are requested to stop.



BREAK THROUGH BLEEDING

When taking the Contraceptive pill, it is common for a small amount of vaginal bleeding to occur and the pill should be continued as per your cycle timetable.

ULTRASOUND SCANS

Performed routinely using the vaginal scanning probe. Please talk with the nurses should you have any concerns.

YOUR FERTILITY JOURNEY

This information booklet will be provided at the beginning of your journey with us and is packed full of information relating to fertility and treatment. Please take the time to read it as it directly relates to your treatment consent forms.

DOCUSIGN

Where possible all documentation requiring completing or signing will be sent to you via DocuSign. All patients and partners are required to have separate email addresses and mobile numbers for receiving documentation through DocuSign.



MEDICAL HISTORY

It is very important that you give an accurate medical history, including allergies and any medication you are taking (including natural preparations/supplements).

NOTIFICATION (STEP 1 – REGISTERING INTENT)

Inform us of your intention to start a new cycle (ie IVF, FET, Tracking etc) as early as possible to allow us to organise all the details of your cycle. The information sent to you needs to be completed and returned prior to the beginning of your cycle. To get started, visit our website and complete the Step 1 form at: www.geneanewcastle.com.au/new-cycle



CONSENT FORMS

A new consent form is required for each treatment cycle. Treatment **cannot commence** until the clinic has received completed consent forms.

REFERRALS (FROM YOUR GP TO YOUR FERTILITY SPECIALIST)

For patients eligible for Medicare Rebates, a current referral covering your entire treatment cycle is required prior to commencing treatment. The Accounts Department will inform you if your referral has expired or is close to expiring when you register your intention to start a new cycle.

DAY 1

Period day 1 is the First full day of bleeding. Day 1 of an IVF Cycle is the first day of FSH Injections. Day 1 of an FET Cycle is the day of your first blood test.

STEP 2 (COMMENCING YOUR CYCLE)

After completion of Step 1 (notification of your intent to start a new cycle) and all the associated paperwork and payment etc, a link to complete Step 2 will be emailed to you. Step 2 notifies the nurse that your period has started, and you are ready to commence your cycle.

TIMETABLE

The nurse coordinators will supply you with an individualised treatment timetable, either at your initial interviews or when your period occurs.

PHOTO

We request a photo of you (and partner if applicable). This is placed in your file as part of our strict identification processes.

DOCTORS

Generally, most procedures will be attended by your own Doctor, however, there may be times (ie weekends and holidays) when another doctor may perform your procedure.

JOURNEY

Everyone's fertility journey is different but please remember we are here to help.

FACEBOOK PAGE

Please keep an eye on our Facebook page. General things happening in the clinic will be posted here as well as announcements such as any issues we might be having with our phones, public holiday opening/closure dates/times, and baby photos of our patient's new arrivals!

QUESTIONS

If you are unsure about any aspect of your treatment, please speak to a nurse.

Once you decide you would like to start a treatment cycle, please complete the steps below. The philosophy behind our processes is to take care of all the administrative tasks well before your cycle starts so we can focus on taking care of you during your treatment.

STEP 1: REGISTER YOUR INTENTION TO START A NEW CYCLE

Website:

- Visit our website: www.geneanewcastle.com.au and click on '**START A NEW CYCLE**' followed by '**STEP 1 FORM**'.

Referral check:

- Our Accounts team will be notified of your intention to start a new cycle. As a current referral is required to claim Medicare benefits for your treatment the Accounts team will check the status of your referral and inform you if you need to obtain a new one. Accounts will send you an email informing you which of the following status applies to your referral:
 - **Expired:** Accounts team will inform you via email that you require a new referral before any paperwork can be sent to you. Once you have obtained a new referral from your GP, follow the instructions in the email to upload it.
 - **Expires in <3 months:** if your referral is close to expiring you will be asked to obtain a new referral. Depending on the expiry date you may be able to proceed but it is best to still obtain a new referral if further treatment is required.
 - **Valid:** Accounts team will prepare your financial paperwork to send to you via DocuSign as well as inform the nurses to prepare your cycle and treatment consents.

Paperwork - DocuSign

- The required paperwork will be sent to you through DocuSign as soon as possible. Where applicable both partners may be required to complete paperwork. You should expect to receive two emails from DocuSign:
 - Informed Financial Consent: details cycle costs and payment details
 - Treatment Consent(s)
- Once all paperwork has been returned and payment has been made, a link for 'STEP 2' will be sent to you via email. **Please note:** It may take up to 48 hours for payment to be received and receipted in order for link 2 to be sent.

STEP 2: COMMENCING YOUR CYCLE

- On the first day of your next period (don't count spotting or brown discharge, day one is the **first full day of bleeding**), complete the '**STEP 2 FORM**' via the email link sent to you. This informs us that you are ready to start your cycle and a Nurse will contact you with all the details and instructions including which day you will need to come into the Clinic for your first blood test (depending on your cycle type).

MEDICATION FOR YOUR CYCLE

REQUIRED PRESCRIPTIONS

Once you have registered your intention to start an IVF cycle, your medical specialist will complete the prescriptions you will require. You have a choice of where and how you will obtain your medications. Please inform the Nurse Coordinator which of the following options suit you:

- 1 Your scripts will be sent to Slade Pharmacy (located within Lingard Hospital). This is preferred if you live locally as Slade will prepare your medication and deliver it to the clinic to store ready for your collection.
- 2 Your scripts will be mailed/mailed to you for you to take to the pharmacy of your choice to be filled.
- 3 Your scripts can be sent directly to the pharmacy of your choice.



OBTAINING YOUR MEDICATIONS

There are two options for obtaining medications from Slade Pharmacy as outlined below. Please contact the pharmacy on: (02) 4963 4288, make payment over the phone and arrangements for one of the following:

- 1 collect your medication directly from the pharmacy
- 2 arrange for your medication to be delivered to the clinic

You may choose to go to your local pharmacy rather than Slade Pharmacy, however please allow extra time for your pharmacy to obtain these medications as in most cases they will not have them in stock and will need to order from the wholesaler. We strongly advise that you fill ALL the prescriptions together, otherwise you may not have the medication you require at a particular stage of your treatment. Most cycles usually require four (4) prescriptions.

MEDICARE ELIGIBILITY

- Most medications for a stimulated IVF cycle are supported by Medicare. If your cycle **is eligible for Medicare**, you will be charged a dispensing fee by the Pharmacy per drug for most of the medications required during the 30 days of your IVF cycle. This dispensing fee is the same across all pharmacies. Should you need to continue on medications after your IVF cycle, these will be an additional cost.
- If your cycle is **not eligible for Medicare**, you will be required to pay for private prescriptions. Please contact Slade pharmacy (or your local pharmacy) for approximate cost.... Ph: (02) 4963 4288.

WHEN TO HAVE YOUR PRESCRIPTIONS FILLED

Please ensure you have these prescriptions filled **AT LEAST TWO (2) WEEKS BEFORE** you are scheduled to commence the stimulation injections.

Should you have any questions, please do not hesitate to call the nurse coordinators on (02) 4902 7011.

PURCHASING ADDITIONAL MEDICATION FOR YOUR CYCLE

Your Doctor may prescribe one or more of the additional medications outlined in the table below that are not covered by PBS S100 Authority. You will need to purchase this medication **prior to commencing** your cycle.

Slade Pharmacy at Lingard Private Hospital stocks most of this medication. You may purchase from your local pharmacy, but please allow extra time, as they may need to order your medication in.

If you have any questions, please contact the Nurse Coordinators on phone 02 49027011.

For enquiries regarding cost of medication, please contact Slade Pharmacy at Lingard Hospital on 02 49 634 288 or your local pharmacy.

ADDITIONAL MEDICATIONS		
Crinone	Lucrin 2.8ml	Progynova 2mg
Ethinyl Estradiol	Menopur 1200iu	Provera
Injectable Progesterone	Pregnyl	Synarel
Gonal F	Primolut	Utrogestan
Levlén ED	Progesterone Pessaries	
Clexane:	If you are a patient of Dr McIlveen’s please contact her rooms to arrange Clexane prescriptions. Please phone: 02 49086555	
Saizen:	Payment for this medication is required before the order can take place. Please place order at least 3 working days before the medication is required. To order, please phone Slade Pharmacy on: 02 49634288.	