

1. Overview – introduction

Welcome

Concept Fertility Centre and Day Hospital is a private facility purpose built to provide comprehensive services relating to infertility at one central location. Concept has been a leading fertility centre in Assisted Reproductive Technologies (ART) in Western Australia since 1982. We are the longest established IVF facility in Western Australia and so can offer you a wealth of experience balanced with current advances in management.

Concept is licensed with the Health Department of WA to perform other types of surgeries which allows other surgeons to also utilise the theatre services. These include surgeons performing general gynaecological surgery, Urology procedures (sperm collection), and Cosmetic and Plastic surgeries.

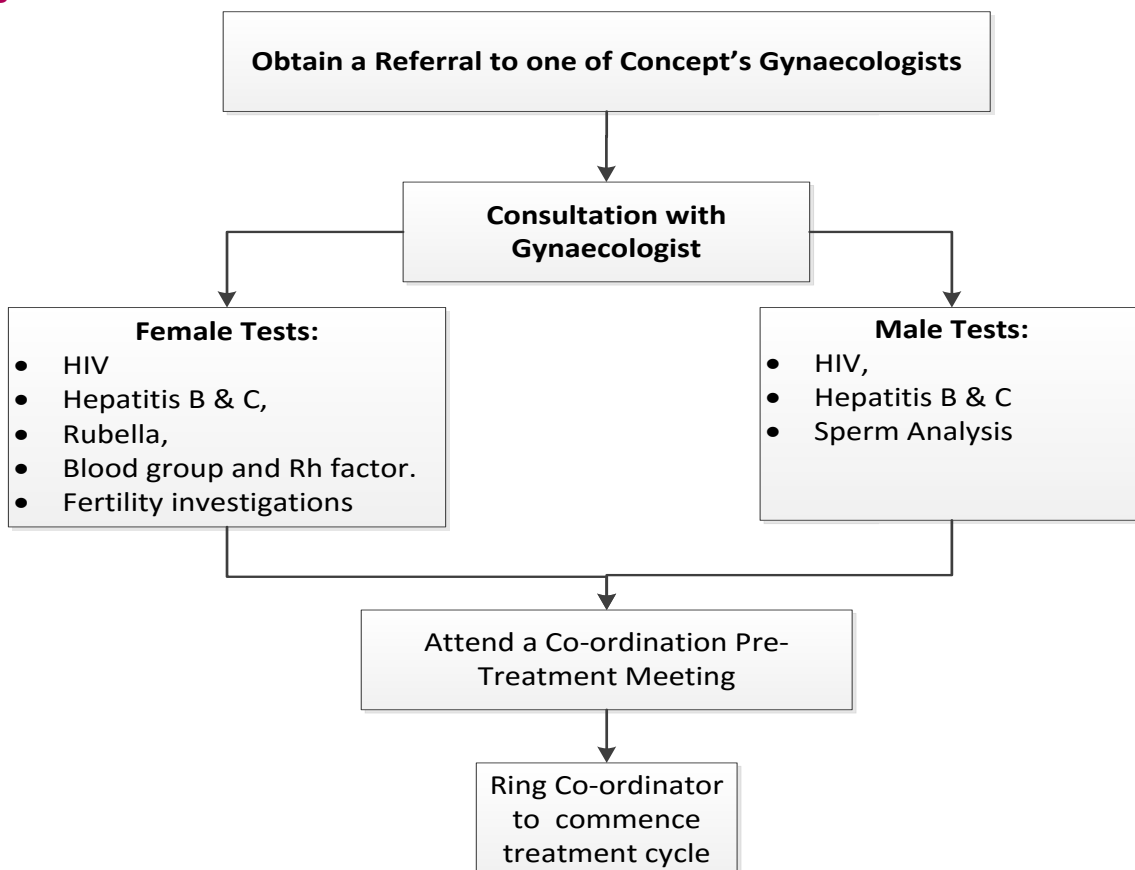
Continuity of care

Once you have chosen your Concept Fertility Specialist he/she will manage all aspects of your treatment program and will usually perform the egg collection and embryo transfer procedures. We believe that continuity of care is important to give you the best chance of a healthy pregnancy.

2. Structure

Concept has a group of specialist affiliated gynaecologists. These Gynaecologists utilise the services available at Concept Fertility Centre / Day Hospital for the treatment of their patients. Concept does not employ the specialist gynaecologists. This allows the gynaecologists to provide individualised treatment protocols when managing their patient's cycles. The gynaecologists consult in their private consulting rooms (some of which may be in Concept's premises) and then refer their patients for treatment or certain testings at Concept.

3. Getting Started



Your consultant may send you to have these tests performed at either Concept or your preferred blood centre.

When you are undergoing investigations the results are all available through your gynaecologist. Please ring their rooms to speak with their secretary regarding your investigations.

If you and your gynaecologist decide to embark on some treatment cycles, your gynaecologist will provide Concept with written treatment and medication instructions.

You will need to ring Concept for an appointment with a Patient Coordinator:

- to discuss the proposed treatment,
- sign consent forms (if required)
- ensure you understand the processes involved
- What the next step is.

At this pre-treatment meeting your treatment cycle will be booked into our system which means you are then ready to commence treatment. You will be advised and provided with written instructions at your meeting.

4. Referrals

Is Your Referral in date?

A valid referral from your GP is needed for you to be able to claim a Medicare rebate for the treatment at Concept ordered by your Specialist Gynaecologist. Without an in-date referral you will receive NO Medicare rebate. Many GP referrals expire 12 months from issue and if your referral came from another Specialist, it will expire in only 3 months.

5. Counselling Services

All patients undergoing IVF are strongly encouraged to attend a counselling session at the commencement of their initial treatment at Concept. Counselling is available free of charge to Concept patients undertaking IVF & related procedures.

Please make an appointment through the receptionist. A fee may be incurred for subsequent support sessions, Artificial insemination cycles using your partner's sperm, Timed Intercourse Cycles, anonymous donor counselling and Skype sessions.

6. Morning Clinic

Monday – Saturday 07.30 – 9am

Sunday / Public holidays 08.00 – 9am

The morning clinic offers the services of:

- Blood tests,
- Ultrasounds,
- A visit with the Patient Coordinator
- Medication dispensing.

If you have been advised that you require any of these services you need to write your name on the lists provided

at the reception desk. This is on a first come, first served basis. If you arrive early to Concept Fertility Centre you can place your name onto these lists which are provided at the back entrance off the patient parking area (ground floor) at 7.15am. The doors are not opened until 7.30am for security reasons.

7. Blood Tests

Blood tests are available from 7.30 am Monday to Saturday and 8am Sundays and Public Holidays.

There are two types of blood tests.

- Investigation / screening blood tests eg: HIV, Rubella
- The treatment Cycle blood tests eg: cycle tracking, E2 LH, P4

You may already have a completed pathology form provided to you by your gynaecologist. Please provide this to the receptionist, write your name on the blood test list and take a seat in the waiting room until called.

If you do not have a completed pathology request form from your doctor you must complete one with all your contact details (phone numbers) and your doctor's name. These are kept at the front reception desk. Return this form to the receptionist who will record the tests ordered for you and place it into the tray for the phlebotomists (bleeders). Take a seat in the waiting area until called for your blood test.

A. Pre-Treatment Screening Blood Tests (Hepatitis B & C, HIV)

For these blood tests you can attend Concept up until 4pm daily or one of the St John of God Pathology Collection centres affiliated with Concept.

* Please see Concept Fertility Centre and Sub-Centre collection centres information.

Complete a Pathology Request form from the front reception area if you have not been provided one from your doctor.

These yearly screens are required for all patients having Artificial Reproductive Technology (ART) treatments.

These include:

- Egg collection cycles,
- Frozen Embryo Transfer cycles (FET)
- Intra-Uterine Inseminations (AIH, DI).

These must be in-date (completed within last 12 months) for both couples. If your screening blood results are not in date they will need to be repeated. Exceptions are made for the male partner when frozen or donor sperm is used or the female partner is on a Frozen Embryo Transfer (FET) cycle.

The cost of these screening tests are partially covered by Medicare but you will incur the full cost if these tests are

required to be performed within Medicare's 30 day ruling for cycle treatments.

To avoid this cost, these screenings need to be completed before the commencement of your cycle. **(EG: Before DAY ONE- First day of bleeding)**

You may supply Concept with copies of these screening tests (if performed within the last 12 months) from other sources if you wish. If you have provided these to your doctor please organise a copy to be forwarded onto Concept.

A. Pre-Treatment Blood Tests – Investigations

Your doctor will have provided you with a completed pathology form with the blood tests required written on the form. These investigation blood tests can involve hormone evaluations, rubella status or other tests to assess your medical condition and / or rule out certain underlying causes for your infertility.

These results are sent directly to your doctor's rooms and you will need to follow-up with your doctor through their secretary. Your doctor may require an appointment with you to discuss these results and organise the "right" treatment for you. If you have not discussed test results and treatment options with your doctor you will need to make an appointment to see them ASAP due to appointment waiting times.

B. Cycle Blood Tests

If the blood test is for cycle treatment and results are required that afternoon it is essential that you attend Concept main Subiaco Clinic **before 11am or one of St John of God Pathology Collection Centres by 9am.** **Ask for the list of suitable SJOG Pathology collection centres if required.**

This includes clients on:

- Egg collection cycles (IVF / ICSI)
- Frozen embryo transfer cycle (FET)
- Intra-Uterine Inseminations (DI, AIH)
- Timed intercourse cycles (TIC) & Post Coital Test (PCT)

Bloods collected after 9am from the Collection centres and after 11am from the main centre (Concept Subiaco) may not be processed on the same day & therefore the results will not be available until the next day after 2pm.

Check with the Coordinator if you are unsure if your results are required that day. Some cycle blood test results are not necessarily required that day.

8. Faxing blood test results from other external pathology centres? (Country patients)

Please be advised that if you attend any other diagnostic laboratory or doctor apart from Concept or affiliated St John of God Pathology collection centres during the 30 day

period from the 1st day of your treatment cycle, their fees will be deducted from the amount paid to Concept by Medicare and you will be liable for this amount.

Please ensure that your blood test results are faxed to Concept on (08) 9381 3603 before 12.00 MD on the day your blood sample was collected, otherwise these results cannot be made available to your Gynaecologist until the next day.

9. Having an Ultrasound at Concept?

Ultrasounds are conducted at Concept Monday – Saturday. Please arrive between 7.30 - 8am. The ultrasounds continue until all scheduled patients have been scanned.

You must be present by 8am for your ultrasound scan or you may miss the ultra-sonographer and your ultrasound will be deferred until the next day.

Pregnancy ultrasounds will occur on set days throughout the week and commence at 9am. The Coordinator will advise you of the date to attend for your pregnancy scan. These ultrasounds will be booked at 15 minute intervals.

We apologise for the waiting time but due to the nature of our service where we provide individual treatment it is difficult to pre-determine the number of clients attending for ultrasounds on any particular day. The Coordinator may be able to give you some guidance with this matter.

You do not need a full bladder. Please ensure you empty your bladder before your ultrasound.

Note: There is a fee charged for pregnancy ultrasounds and ultrasounds associated with timed intercourse cycles. Payment is required on the day of service. Any enquiries relating to these accounts will be directed to the accounts department Monday – Thursday on 93822388.

10. Obtaining your blood test & ultrasound results.

A Coordinator will ring you with your blood test and/or ultrasound results and provide you with further instructions. This will occur on the afternoon of your tests, usually between 1.30pm and 4.30pm.

Please ensure that your contact details are updated by informing reception staff of any changes to your mobile phone number or availability. If you have a message bank service available which identifies you as the receiver, a message will be left by Coordinators. Message bank services not identifying you by name will not have messages left on them by Concept Coordinators. Please check your messages if you are expecting results.

If the centre is closed and you have not been contacted with your results be assured that the Coordinators may still be trying to contact you after closing hours.

If you have not been contacted please repeat your blood test the next morning and phone to advise the Coordinators.

11. Consent forms

All consent forms must be returned to the Coordinators by your first blood test at the latest.

All consents **MUST** be signed by both partners and you may witness each other's signatures.

12. Parking

Patient undercover parking is available at the rear of Concepts premises. This can be accessed from Derby Road.

13. After hours phone

If you urgently require the services of a Coordinator after the unit is closed, ring 93822388 and you will be provided with a mobile phone number to contact a Coordinator on.

14. Collecting medications for your treatment cycle

Coordinator

Please attend within the Morning clinic hours of 7.30 - 9.00am Monday – Friday & 8.00am – 9.00am Saturday, Sunday & Public holidays and place your name on the Coordinator list. This is for clients who need to speak with a Coordinator and/or require advice regarding their medication usage.

Pharmacist

*** This service is only available to collect extra medications that you are currently taking during your treatment cycle.**

To access this service you will need to have completed your pre-treatment meeting with the Patient Coordinator and be familiar with the medications ordered for yourself.

Medications can be collected 9.30 – 11.00am daily (except Sundays) through the pharmacy service.

Place your name on the pharmacist list kept at reception.

Other

Collection of medications outside of the above times is only available by prior arrangement with a Coordinator. Please advise us in advance so we can keep your waiting time to a minimum. However please be aware that if you do not notify a Coordinator of this requirement and simply attend the facility we may not be able to provide you with your medication. If possible we will try and organise this for you, but you may end up having an extended wait.

15. Return of medications

Unfortunately **medications cannot be returned**. Check the expiry date on your medications as you may be able to use these for a future cycle.

16. Accounts

You will receive invoices from the three different sources identified below. Please check the top of your invoice to determine the source so you can direct your invoice enquiries to the appropriate source.

- Concept Fertility Centre / Day Hospital
- Your Gynaecologist
- Your anaesthetist

You will receive your invoices from Concept at the end of your cycle.

Concept Day Hospital

All invoices will be forwarded directly to your health fund (if applicable) and any shortfall will be invoiced directly to you by Concept. If you do not have a health fund all accounts will be forwarded directly to you from Concept for payment.

These invoices are stamped "NOT refundable from Medicare".

Concept Fertility Centre

These will either be stamped:

- "Take to Medicare"
- "Not refundable from Medicare"

You have two (2) options regarding payment of your Concept Fertility Centre invoices stamped "take to Medicare".

Option one:

- Take Concept's invoice's to Medicare
- They will send you a cheque made out to Concept Fertility Centre (4-6 weeks)
- Forward this cheque to Concept Fertility Centre accounts department.
- Pay the difference to Concept between Medicare's rebate and your Concept bill (You can organise to pay this off with regular weekly or fortnightly payments.)
- **Take your invoice / receipt back to Medicare (They may refund you more money depending on your "safety net")**

Option two:

- Pay the account in full to Concept Fertility Centre.
- Take the account and receipt to Medicare to claim your full rebate which includes your safety net gap.

17. MEDICARE 30 Day cycle rule and "GLOBAL" Fee

Treatment cycles of;

- Inseminations
- Egg collections
- Embryo transfers

are all covered by Medicare under a global fee, which means you get one (1) account for the treatment cycle and

it covers all ultrasounds and blood tests included in that treatment cycle.

Medicare determines that the “Treatment Cycle” starts from the day super ovulatory drugs (FSH) are commenced OR Day 1 of your bleeding (LMP date) for a period of 30 days.

SO any blood tests or ultrasounds performed before your Day 1 (commencement of the treatment cycle) or **after your +14** pregnancy blood test, are deemed by Medicare to be outside this “global fee” and you will be sent separate accounts for these tests.

For example:

A blood test to determine:

- If your hormones are basal to commence a treatment cycle. If they are not and this blood test does not determine that you are Day 1 of your cycle, this will not be accepted by Medicare as part of your 30 day treatment cycle.
- Where you are in a cycle?
- Monitoring of the pregnancy hormone after your +14 blood test.

An ultrasound:

- All pregnancy ultrasounds performed outside of the 30 day Medicare rule.
- Base-line ultrasounds outside of the 30 day Medicare rule.

Medications

Certain medications are also covered by Medicare in these treatment cycles **BUT** if required to commence **BEFORE** your Day 1 or **continue / start AFTER your +14** pregnancy blood test (EG: progesterone support), you will be billed for these.

Please take these accounts to Medicare.

18. Semen Analysis

Your doctor may request a semen analysis (sperm test). To arrange this test please contact Concept reception on 93822388.

*** Semen analysis must be done at Concept and not at a SJOG collection centre.**

19. Semen Freezing

If the male partner is working away from Perth during the treatment cycle it is possible to freeze a semen sample. To arrange for semen freezing please contact Concept reception.

20. Unexpected Results

Sometimes you may experience an unexpected result. For example you may be informed that your egg, sperm or embryo quality is poor or you may experience a poor fertilisation result. The expertise regarding these situations lies in the science department headed by our Scientific

Director Dr. Peter Burton. He is happy to either meet with you or discuss these over the phone or via email (pete@conceptfertility.com.au) so do not hesitate to use this service if required.

21. Complaints

You have a right to comment on or make a complaint about your care and have this dealt with promptly and effectively.

If you have any complaints we would like to hear about them.

Please send your comments to the below address.

Jennifer Browne

Director of Quality Services

P.O. Box 966

Subiaco WA.6904

Or email: jenny@conceptfertility.com.au

22. Key Personnel

Dr. Bruce Bellinge CEO

Jenny Browne Director of Nursing/Quality

Dr. Peter Burton Director of Science

Liz Beadle Director of Administration

Michaela Hegarty Coordination Manager

Jessica Reuschlein Theatre Manager

Paula Vassiliou Laboratory Manager

23. Contact us

Please contact us should you have any further questions or concerns

Mail

218 Nicholson Road Subiaco WA 6008

Telephone

(08) 9382 2388

Facsimile

(08) 9381 3603

Email

concept@conceptfertility.com.au

Or visit our website

www.conceptfertility.com.au