

# Partnering with our Patients

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## Overview

### 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 center 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 W.A to perform other types of surgeries which allows other surgeons to also utilize the theatre services. These include surgeons performing general gynaecological surgery, Urology procedures (sperm collection), and Cosmetic and Plastic surgeries.

### Quality

Concept is committed to the pursuit of excellence in all of its services and to ensure you receive the best treatment, we are accredited to the ISO 9001 and the National Safety and Quality Health Services standards. We are also accredited by the Reproductive Technology Accreditation Committee, National Association of Testing Authorities and licensed under the WA Reproductive Technology Council and Commonwealth Legislation.

### 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.

## Structure

Concept has a group of specialist affiliated Gynaecologists.

These Gynaecologists utilize 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 individualized 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

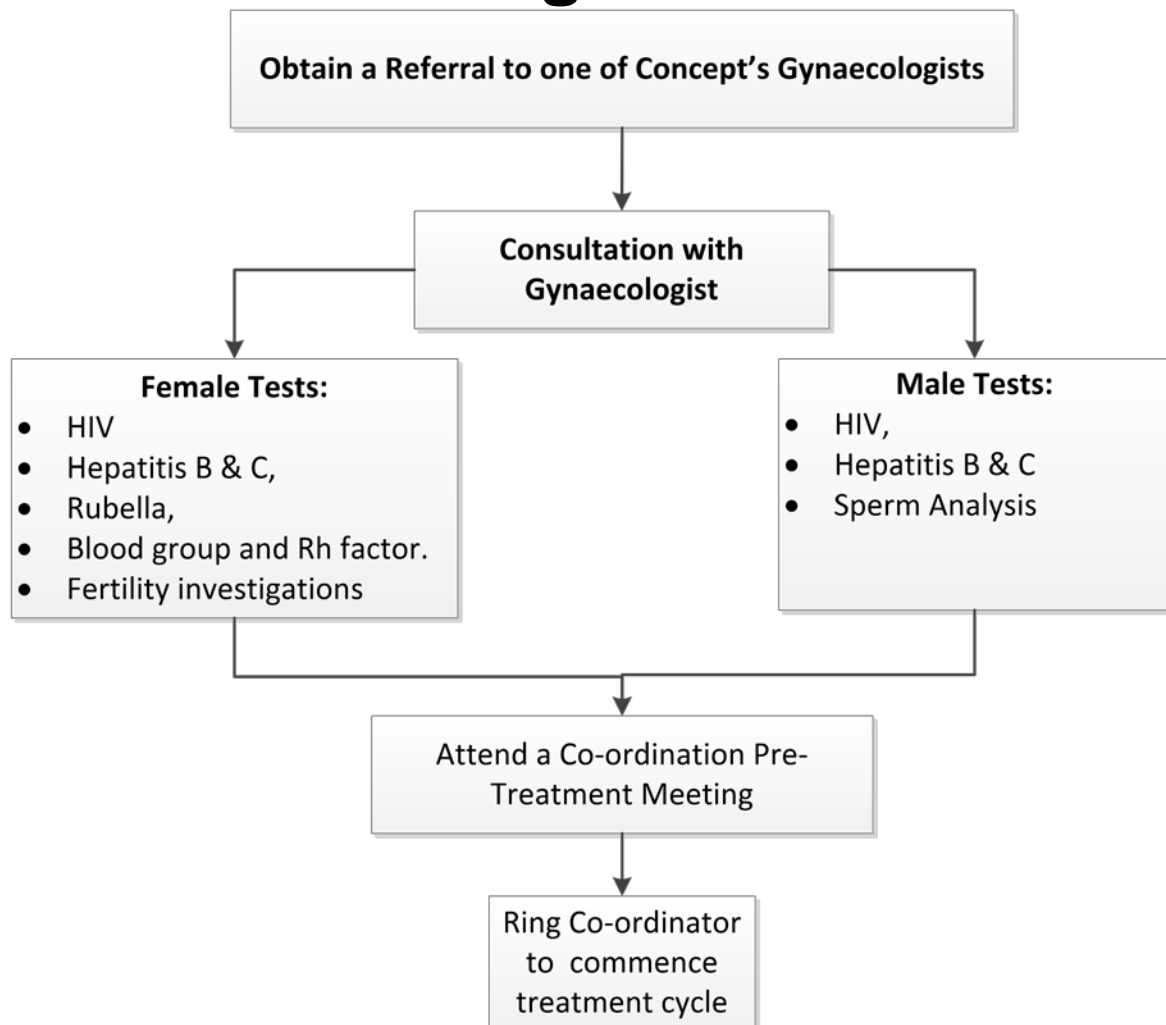
## Services / Programs

Concept Fertility Centre provides a comprehensive range of programs to assist you to start your family. Concept has tailored and low cost standard programs to meet all patient needs. The following are some of Concepts services:

- IVF (In Vitro Fertilisation)
- GIFT (Gamete IntraFallopian Transfer)
- ICSI (IntraCytoplasmic Sperm Injection)
- Oocyte/Embryo cryopreservation

- Oocyte/Embryo donation
- Ovulation monitoring / Hormone evaluation
- Semen evaluation
- Infertility counselling
- Gynaecological surgery
- Inter-uterine sperm insemination
- Donor sperm bank/donor insemination
- Semen storage
- Ultrasonic diagnosis
- Assisted Hatching
- Blastocyst Culture
- Pre-Implantation Screening/Diagnosis
- Surrogacy

# Getting Started



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) and ensure you understand the processes involved and 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.

### **You are not alone**

At this unit we will endeavor to provide you with the highest level of care ranging from state of the art embryology to a friendly shoulder to cry on. We recognise your needs as patients as well as people. It is estimated that up to one in ten couples find that at some time during their life they need assistance to become pregnant. We have a dedicated counselling service available for support and to help you consider difficult situations before they arise.

We have a team of scientists to make available to you the most advanced level of knowledge and technology currently available in the field of embryology.

Our nursing staff have a huge depth of experience in fertility management and are readily accessible to assist with queries, education and providing information when needed.

## **Concept Gynaecologist's**

**Dr Lucy Williams  
(Medical Director)  
9389 9188**

**Dr Graeme Thompson  
9382 2679**

**Dr Mini Zachariah  
9389 5000**

**Dr Erica Shellabear  
94811581**

**Dr Kevin Artley  
9382 2388**

**Dr Joo Teoh  
9382 2388**

**Dr Adam Gubbay  
93888863**

## **Commitment to partnering with consumers- Policy**

Concept Fertility Centre and Day Hospital promotes systems which



support partnering with patients, carers and other consumers to improve the safety and quality of care.

We are committed to enabling patients and partners/carers to participate in decision making about their own health care. This is achieved by ensuring all patients are aware of their healthcare rights, understand the information provided and encouraging participation by all parties in the planning of their treatment cycle.

Studies show that when healthcare administrators, providers, patients and families work in partnership, the quality and safety of health care rises, costs for all parties decrease and the provider and patient satisfaction increase.

You will be provided with written information about your rights and responsibilities before receiving treatment at Concept Fertility Centre/Day Hospital. This information is also available on our web site at [www.conceptfertility.com.au](http://www.conceptfertility.com.au).

Concept aims to provide a consumer-centered approach to care through:

- Treating consumers and carers with dignity and respect
- Communicating and sharing information
- Encouraging and supporting participation in decision making
- Fostering collaboration with consumers and carers in the planning, design, delivery and evaluation of our healthcare

Meetings will be held with consumer representatives to provide the opportunity for input by consumers into the governance systems involved in patient safety and quality of care.

This includes consumers participating in the analysis of safety and quality performance, evaluation of patient feedback and assisting with the development of action plans and quality improvements in these areas.

# Informed Consent

Having treatment is your choice. Treatment may involve taking medications, having tests performed (blood and ultrasounds) and /or a procedure or operation. Informed consent involves your doctor explaining the treatment options available to you and the significant risks and side effects these treatments may have.

Please ensure you have asked your doctor:

- What are my treatment options?
- What are the expected outcomes of each option?
- What is the likelihood of success and the risk complications may occur?

Patients having surgery (excluding fertility patients) will be asked to sign their consent forms with their doctor at the time of consultation. Ensure you understand all aspects of your treatment before signing. If you do not understand the information you have been given, ask questions. If you still do not understand, ask more questions.

You can decide at any time not to proceed with treatment you have consented to by advising your doctor or a Concept Patient Coordinator.

You may also place any specific conditions into these Consent forms as long as they are within the Policies of Concept, the Reproductive Technology Act and the RTAC Code of Practice.

You are also entitled to seek a second opinion

## Information sheets

Information sheets are available on the different treatments offered at Concept Fertility Centre / Day Hospital including the risks and side effects of different treatments and the medications involved in these treatments.

These information sheets are available in our waiting area or on our web site at [www.conceptfertility.com.au](http://www.conceptfertility.com.au). Please ask if you require further assistance with accessing relevant information.

## Fertility patients

After your consultation with your doctor where fertility treatment options have been discussed and decisions made, your doctor will organise written treatment and medication orders to be sent to Concept. All clients considering commencing fertility treatment at Concept are required to have a consultation with the Concept Patient Coordinator before commencement of treatment. Please ring Concept (93822388) and organise this meeting before the start of treatment.

This meeting is to ensure you understand the treatment you are embarking on and the risks, complications and possible outcomes that can result from the treatment. This meeting with the patient Coordinator offers you another opportunity to ask any questions you may have.

You will be asked to sign consent forms at this meeting before your treatment can commence. By signing the consent form you are agreeing to the proposed treatment including all testings, surgical management and care. You may be asked to sign several consent forms depending on the treatments ordered.

It is important to understand that fertility treatment is a journey. With each treatment cycle extra information/knowledge regarding your fertility may be gained which can result in changes in the management of your treatment or the treatment itself being changed.

Decisions regarding the management of your treatment may change throughout your treatment cycle. For example, if you are receiving IVF treatment, this may be cancelled if you don't respond to the medication (too few eggs) or over respond, (create too many eggs). Your doctor may decide to freeze all of your embryos and not perform the embryo transfer or change your fertilisation process from IVF to ICSI.

You will be informed throughout your treatment of these changes if they occur. If you do not understand the information you have been given, ask questions. If you still do not understand, ask more questions.

## What are your chances of success?

Many factors influence what your success rate may be. Concepts information sheet title "Pregnancy rates at Concept Fertility Centre" provides you with more information on pregnancy rates.

**Remember** you have support throughout your treatment with access to a multidisciplinary team of health /fertility professionals. This includes doctors, counsellors, nurses and science staff. The Scientific Director (by appointment) and embryologists can provide you with information and answer your questions regarding your eggs, sperm, embryos, fertilisation results and embryo development and quality. All specialists are here to assist you by providing information and guidance with decision making throughout your treatment.

## Follow-up with your Doctor

Following unsuccessful treatment you will need to organise a follow-up appointment with your doctor to discuss possible changes to future treatments and again discuss all possible options, complications, risks and outcomes with your doctor.

For each treatment cycle you are required to have a pre-treatment meeting with the patient Coordinator to ensure you understand all aspects and changes to your treatment.

You may not always require a face to face consult with the patient Coordinator before each treatment. Please ring and speak with a Coordinator to see if you are eligible for alternative arrangements to be made if a face to face meeting is difficult.

Please note a face to face meeting is usually required if a different treatment has been ordered by your doctor and/or the medication or regime has been changed. This is for your safety to ensure you understand all aspects of the new treatment and medications ordered and have been provided with the opportunity to ask questions.

## Complaints, Patient feedback and Suggestions

Concept staff are committed to continuous quality improvement and therefore appreciate comments, complaints and feedback from you which provides an excellent opportunity for us to see our services from your (the patient's) perspective.

### 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](mailto:jenny@conceptfertility.com.au)

Further Information on complains including the external complaints mechanisms is available in the information sheet titled "Your rights and responsibilities" which can be found in our patient waiting area and our web site.

Your comments and complaints will be dealt with as promptly as possible. However, it may take several weeks to fully investigate your concerns and to get back to you with a final response.

Patient complaints are monitored and analysed which enables us to take preventative steps to reduce the occurrence of similar events.

## Patient Complaints

YEAR	NO. OF COMPLAINTS RECIEVED
2015	14 (0.4%)
2016	18 (0.5%)
2017	5 (0.2%)

### Patient feedback questionnaires/suggestions

You will be provided with a feedback questionnaire at your admission for a procedure.

If you do not have a procedure performed at Concept you will be sent a questionnaire in the mail. Please return this at your convenience if you have any comments to make.

A collection box is available at the front reception desk for you to return your questionnaire form to us or you may choose to mail it back to us.

Concept also benefits from positive comments when we are getting it right. We acknowledge members of staff who are providing excellent care and provide them with feedback. Also by analysing what worked, we can strive for this excellence in care

and replicate this across other departments.

## Understanding your risk

Your doctor will provide you with an explanation of the possible risks associated with your treatment. You will be provided with an information sheet titled "Risks and side effects associated with ART"- 12.1.10., which you are required to read before signing your consent forms. This is an essential part of ensuring consent is informed.

### Risk of cycle being cancelled

Approximately 1 in 5 or 20% of clients embarking on infertility treatments have their cycle cancelled. A cycle is usually cancelled if the chance of obtaining healthy eggs is low. While they seem like setbacks at the time, these cancelled cycles teach us more about your hormone patterns, and almost everybody gets to theatre to have their eggs collected in subsequent cycles.

There is a specific information sheet titled "Cancellation of Treatment" 12.1.15. Please access this if more information is required and speak with a Patient Coordinator or your doctor if you do not understand why your cycle has been cancelled.

There is a cancellation fee which you will be required to pay before embarking on further treatment. This varies for different treatments. This cost is on your Fee Consent form that you will have signed at your pre-treatment meeting with the Patient Coordinator.



## Risk of Ovarian HyperStimulation Syndrome (OHSS)

For more information on OHSS please see information sheet titled "Risks and Side effects Associated with ART".

## Prevention of OHSS

All patients using Gonal-F or Puregon require close monitoring using blood tests and ultrasound scanning of the ovaries to ensure the ovaries do not over-respond to the drugs.

## What is it?

OHSS is a specific problem that occurs in about 1% - 2% of patients who undergo super-ovulation induction where the ovaries are stimulated by Follicle stimulating hormone medications for example, Gonal F or Puregon. It is impossible to predict which patients may suffer from it before Assisted Reproductive Technology treatments commence. During the treatment it is more likely to occur in those producing large numbers of follicles and high hormone levels. It does NOT occur if the final HCG injection is not given. OHSS always disappears in a few

days unless a pregnancy occurs. In early pregnancy the problem may last weeks and require prolonged hospitalisation.

Essentially, fluid from the blood stream leaks into the abdominal cavity causing it to swell noticeably and leaving the blood more concentrated and more viscous. Mild cases of OHSS may pass unnoticed.

It is extremely important that women experiencing symptoms of OHSS discuss this with the patient coordinator so that their clinician can be notified and further monitoring organised if necessary. If you are considered by your doctor to be at risk of OHSS you may:

- Have your cycle cancelled before your eggs can be collected.
- Have your eggs collected, fertilized and embryos frozen with no fresh embryo transfer occurring
- Allowed to complete the cycle by a process called "coasting" and have an embryo transfer.

The decision is made by your doctor who will take into consideration your hormone levels and the size and number of eggs (follicles) found on ultrasound. If the decision is made to cancel your cycle, the doctor is doing so as they feel the risk to your safety

is too high to continue. Please ask the patient Coordinator or your doctor questions to ensure you understand the decisions and why they have been made.

## Definitions of OHSS

The classification of OHSS into mild, moderate or severe is dependent on the information provided by you to the Patient Coordinator.

**Mild OHSS:** Clients present with mild abdominal swelling and discomfort with possible nausea, vomiting and / or diarrhoea.

**Moderate OHSS:** Client presents with moderate abdominal swelling and discomfort, nausea, vomiting and / or diarrhoea. Symptoms will have increased from mild. Further blood tests may be ordered by your doctor such as a PCV (packed cell volume).

**Severe OHSS:** Clients requiring hospitalisation due to the severity of their symptoms which include severe abdominal swelling, nausea and vomiting and difficulties with breathing. Performing any minor activity may result in you feeling exhausted or extremely tired.

## Occurrence of Ovarian Hyper-Stimulation Syndrome (OHSS) at Concept Fertility Centre

YEAR	TOTAL NO. OF CASES	OHSS 3 (Severe)
2015	842	0.1% (1 patient)
2016	695	0.4% (3 patients)
2017	675	0.4% (3 patients)

There has been no statistically significant increase in patients OHSS rates over the last three years.

### **Risk of a multiple pregnancy**

Our policy of replacing a single embryo at embryo transfer has resulted in a very low twin pregnancy rate of 2% for 2016. There were no multiple pregnancies at Concept in 2016.

In 2016 single embryo transfers accounted for 85% of embryo transfers at Concept.

There are certain scenarios where two embryos may be replaced at embryo transfer. This is a decision between yourself and your doctor but ultimately your doctor must approve. However you will need to discuss this with your doctor and make informed decisions before the commencement of your treatment cycle. Your doctor will need to provide this information to Concept on your Treatment/Medication orders. Your age, number of previous embryo transfers and the quality of the embryos are all factors your doctor will take into consideration.

There are risks associated with a twin pregnancy. An increased risk of a premature delivery (<37 weeks gestation), caesarean birth and low birth weights are some examples. Your doctor will inform you of all the risks.

There may be times you are advised to abstain or have protected sexual intercourse due to the risk of a multiple pregnancy. If you are advised of this, please understand the advice is given for your safety to reduce your risk and the possible complications associated with a twin or triplet pregnancy.

For more information see the information sheets titled "Single Embryo Replacement" (12.3.9) and "Have you considered a multiple birth." (12.1.25)

### **Questions and Notes**

## Patient Surgical complications and Infection rates

Concept analyses all surgical complications and infection rates to determine if improvements are required.

YEAR	TOTAL NO. OF SURGICAL PROCEDURES	Complications rate (not including OHSS)	Infection Rates
2015	2,092	<p><b><u>0.2% 5 patients</u></b></p> <p>1 Delayed Patient Discharge &gt;1hr</p> <p>3 Unplanned transfer to another Hospital for ongoing care (2x overnight observations, 1x suspected internal bleed)</p> <p>1 Other</p>	0%
2016	1,885	<p><b><u>0.3% 5 patients</u></b></p> <p>1 Delayed Patient Discharge &gt;1hr</p> <p>4 Unplanned transfer to another Hospital for ongoing care (All for pain, nausea and vomiting management)</p>	0%
2017	1,534	<p><b><u>0.3% 4 patients</u></b></p> <p>1 Unplanned transfer to another hospital for ongoing care</p> <p>2 Admission to another hospital for further care</p> <p>1 Anaesthetic complication resulting in return to theatre under light sedation</p>	0%

Transfer to another hospital for on-going care to manage pain and / or nausea and vomiting is the most common complication at Concept Day hospital. There has been no statistically significant increase in any of the above categories for patient complications over the last three years.



## Patient Accidents

If you have an accident at Concept Fertility Centre / Day Hospital please report this.

All patient accidents are assessed and preventative measures put into place where necessary to assist in preventing the re-occurrence of the accident.

As you can see below Concept has minimal patient accidents.

YEAR	N0. OF ACCIDENTS	TYPE (Falls, Pressure injuries)
2015	0	
2016	0	
2017	0	

## Managing your Medications safely

One of the most common causes of adverse incidents (unintentional harm) is when medications are prescribed, administered or taken incorrectly.

Patients undergoing infertility treatments are often prescribed medications to take throughout their treatment cycle. This can often involve more than one type of medication and the different medications are usually taken at different stages throughout treatment.

Some of these medications are similar in packaging and care needs to be taken when you are self-administering these to ensure you are using the correct medication. Always check your instructions to avoid giving incorrect medication or doses and ask questions if you are not sure.

When receiving your medication(s) you will be provided with specific information regarding these medications including their side effects and complications. You will be provided with your own personal instructions including when to start, at what dose and when you are to finish your medication.

There is also an information sheet available on medications called "Infertility and Drugs" 12.1.5. if you require further information.

All medications have risks and benefits. To ensure you get the best result from them, it is important to use your medication as directed.

You will be asked to complete a health questionnaire before commencement of treatment at Concept.

Please record and inform the patient Coordinator of:

- All medications you are currently taking
- Any drug allergies you are aware of
- Any problems you have had with medication in the past

## Collection of medications for your infertility treatment cycle

Medications required for your treatment are required by law to be dispensed by a medical practitioner or a pharmacist.

Medications are dispensed in preparation for the Patient Coordinator to provide to you at your booked pre-treatment meeting with them. Pre-treatment meetings are available daily from 9.30 – 11.30 (except Sundays).

If you do not wish to take your medications with you at the time of your pre-treatment meeting you can collect these from the Coordinator during the "morning clinic" time.

Write your name on the list provided "See Coordinator" at the reception desk.

**7.30-9 am Monday - Saturday.**

**8.00-9 am Sundays and Public holidays**

Please use this service if you require assistance with administering your medications or you have questions, concerns to discuss with the Patient Coordinator.

## Pharmacy service

Medications can be collected 9.30 - 1100am daily (except Sundays) through the pharmacy service. 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.

Collection of medications outside of these hours is only available by prior arrangement with a patient Coordinator. Please advise us in advance so we can keep your waiting time to a minimum. However please be aware if you do not notify a Patient 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.

## Return of medications

For medication safety reasons Concept will not accept the return of any medication dispensed to yourself that have left our premises except to dispose of them for you. Medications can be compromised if not stored correctly.

### For your safety

- Tell a Patient Coordinator immediately if you feel unwell after taking medication.
- Make sure you understand all of the instructions you have been given about your medications before you leave the hospital. This includes any instructions about whether you should continue to take the medications you were taking before coming into hospital.

## Inform us of medication errors

Inform a Patient Coordinator as soon as possible if an error has been made with your medications. We will report this to your doctor. It is important that any damage to your

health or treatment cycle is minimised by immediate action.

To support continuous quality improvements an incident report is completed and the information analysed to enable preventative steps to be put in place to reduce the occurrence of similar events.

## An example of improvements in medication safety

Our patient instruction sheet for embryo transfer using the medication progynova has been updated due to a patient error where more than the required dose was taken. When the patient explained her understanding of the instructions, Concept could see how people can interpret instructions differently leading to errors. Action was taken as a result of this one incident and no further incidents with incorrect doses of progynova have since been reported. Concept is committed to supporting patient medication safety.

**Thank you for taking the time to read this information.  
Good luck with your treatment  
From the Concept team**