

Dear Patient

Update # 3

It has been wonderful to have calls and emails from patients this week thanking us for our efforts in continuing to manage their treatment in an efficient manner under the current COVID Management Plan. It certainly raises the spirits of the team who are working hard to keep everything as close to “normal” as possible. We again thank you for your patience and understanding. We have tweaked a few processes around the ultrasound and pathology services this week in order to get you all in and out as efficiently as we can. Thank you for your patience. Please remember feedback@conceptfertility.com.au if you have any feedback.

The COVID-19 Management Plan FAQ’s has had a small update this week. The theatre staff will no longer be calling you the day prior to your procedure. With PCR testing and a RAT on arrival for our anaesthetic procedures we felt this was adequate screening.

For those of you who are booked for Nurse Meetings, these are only occurring online, please do not come to the clinic. Approximately 10 minutes prior to your appointment you will be emailed a link to join the meeting. We conduct our meetings via the 3CX Video Conferencing application that is downloadable from your smart phone app store.

Counselling appointments have also gone to online this week. You will receive an instruction email from Concept a couple of days prior to your appointment and again you will receive a link to your email to join the meeting via Zoom or FaceTime 10 minutes prior to your appointment.

A reminder also when emailing through screenshots of your PCR result that you need to include your full name, DOB and postcode so we can correctly identify you. We are receiving a lot of PCR results so in order to be able to process them efficiently this small bit of information is important.

Next week you may find there will be less administrative staff in the clinic as some of our departments move to a “team’s model” with some staff working from home. Our aim will still be to respond as efficiently and effectively as we always do your queries and calls. Hopefully you will not even notice.

It would be remiss of me not to thank you all again for your amazing support and understanding during these challenging times.

Keep Safe, Be Safe.

The Concept Team