

Dear Patient

Update # 2

I begin this update by saying a HUGE thanks to all of you who visited the clinic this week after we introduced our COVID -19 Management Plan on Monday.

The changes, as many of you would have experienced, are very different to how we normally run but I take this opportunity to thank you, our patients, for your understanding and patience. It has made a real difference. We are also learning and listening to your feedback and continually striving to ensure a more efficient service.

The biggest change many of you will or have experienced is how we are getting consents and paperwork to you to sign and return. This week we introduced DocuSign into our business. DocuSign is an e-signature platform for the sending, signing and returning of signed agreements. In this case the term “agreement” relates to our consents, health questionnaires etc. It has proven to be hugely successful for both our patients and our Nurse Coordinators in providing you with a more efficient service. If you would like to know more about DocuSign please email feedback@conceptfertility.com.au.

For those of you attending our theatres for procedures undertaken with an anaesthetic you are required to have a pre-admission PCR test. The clinic will advise you when this is required. We can provide you with a pathology request form and details of drive through clinics to have this done. Please remember if you are emailing your PCR result to us please include your name, DOB and postcode so we can easily identify you. PCR results texted to you by the lab do not include these details, which are extremely important to us.

There have been some questions as to why we need your DOB for the entry screening. Many of the services we are providing require samples to be taken or procedures to be carried out. From your entry screening form we are printing labels for pathology requests, medical records and other necessary paperwork. In providing your name, DOB and mobile number we are able to ensure we have the right person when we carry out these tasks.

Please remember we are only a phone call or email away if you have questions or concerns.

Thank you most sincerely

The Concept Team