



COVID-19 Management Frequently Asked Questions (FAQ's)

Effective 14th of February 2022

Concept Fertility Centre and Day Hospital ('Concept') are committed to the continued wellbeing, health and safety of our patients and staff during these unprecedented times. It is hoped that these protocols will allow us to maintain this commitment whilst also ensuring adequate stewardship of healthcare resources and that excessive strain on the state health care system is minimised. Your understanding, support and cooperation is greatly appreciated.

Is the vaccination safe for women undergoing fertility treatment or who are pregnant?

The vaccine has been deemed extremely safe for women who are pregnant or undergoing fertility treatment, in fact, it is encouraged and endorsed by The Royal Australian and New Zealand College of Obstetricians and Gynaecologists (RANZCOG). Please read the statement by the college <https://ranzcof.edu.au/statements-guidelines/covid-19-statement>. Pregnant women who are unvaccinated and contract COVID-19 are likely to suffer severe disease. We continue to encourage vaccination for all patients/partners/relatives, etc.

Are you required to be fully vaccinated to have treatment at Concept?

Yes, Concept are only able to accept and treat fully vaccinated patients as of the **14th February 2022**. From this date, anytime you visit Concept you will be required to show proof of your COVID -19 vaccination certificate, either in digital or paper format, to our Concierge. If you are not using the Service WA app then you may be required to show proof of your identity in the form of a driver's license or passport. Please come prepared for this as failure to produce these documents when requested will mean you are not allowed to enter the building. There will be restrictions on partners/support people/friends and children entering the clinic. Please refer to the answers provided for Question 5 and 6. Partners/support people/friends who enter the facility will need to meet the entry requirements (refer Question 4) including proof of vaccination.

Patients who are unvaccinated and have a medical exemption please contact the clinic. We will need to view the medical exemption. Patients who are unvaccinated without a medical exemption and are therefore unable to meet the entry requirements and are in current treatment cycle will be allowed to complete their cycle, but we regret that any further treatment will be denied. Please email feedback@conceptfertility.com.au if you wish to discuss your personal situation and a member of our team will contact you.

Do I need to show proof of my vaccination status to visit Concept?

Yes. A dedicated Concierge or receptionist will be checking COVID-19 vaccination certificates any time you enter the facility. Please refer to Question 4 for entry requirements.

What will be the entry requirements at the clinic?

Entry into the clinic will be via the back door only between 0700 and 12 noon. You will be required to leave the building at the completion of your treatment/appointment via the front door only. After 12 noon the back doors will be locked and entry and exit will be managed through the front doors only. If you park in the dedicated patient car park in the rear lane way off Derby Street in the afternoon you will need to walk around to the front doors located at 218 Nicholson Road.

Upon entry all people will be required to:

- Check in using the QR code accessed via SafeWA or Service WA applications. If you do not have a phone you will be required to manually enter your name and details on the form provided.
- Show evidence of your COVID-19 Vaccination certificate
- Complete a screening questionnaire
- Wear a mask, NO MASK NO ENTRY
- Perform hand hygiene
- Practice social distancing
- Report to the Concierge in the first instance and they will direct you. All patients **must** speak to the Concierge upon arrival in order to receive Concept services.

If the waiting room is full you may be asked to wait outside (you may choose to wait in your car) and we will call you when it is time for your test. Please do not be offended by this request.

If you are attending for blood tests or ultrasound where no appointments are necessary, our Concierge will add your name and mobile number to the list and complete your pathology form for you. The Phlebotomists or Nurses will call you when they are ready for you.

If you have an appointment please advise the Concierge who will alert the appropriate member of the team of your arrival. At the completion of your appointment please report to the front reception.

If the Concierge desk is closed please speak to a staff member at front reception.

Whilst we will do our best to keep people moving through the clinic, please respect that these rigorous entry requirements may slow down the process. Your understanding and patience are appreciated. We understand many of you have work and other commitments, so in order to help with the process we ask that you come prepared with your entry requirements.

I have cold symptoms and don't feel well. What do I do?

Please **DO NOT** attend the clinic. Call us so we can instruct you what to do. By alerting us early we are better positioned to manage your cycle and hopefully avoid cancellations.

If any member of staff suspects you may be suffering a cold/appear unwell or you indicate this as part of your screening questionnaire, you will be asked to complete a Rapid Antigen Test (RAT) in order for us to allow you to enter the building. The Concierge or other Team Member will instruct and assist you in the use of the RAT.

If you return a positive result we regret that you will be asked to leave the facility. A positive RAT is now considered a confirmed case of COVID-19. Please follow health department guidelines. If your result is negative you will be able to enter the clinic to complete your treatment.

I'm COVID-19 positive whilst in an active cycle. Will my cycle be cancelled?

Unfortunately, a positive result may mean that your cycle has to be cancelled. Under these circumstances you will not be financially disadvantaged.* Evidence of a negative PCR test will be required to return to the clinic.

Can my children attend the clinic?

We regret that children are not allowed to enter the clinic. If you arrive at the clinic with a child we may have to ask you to leave. It is our business to assist you to have children so protecting them is also our priority. Unfortunately we do not have the staffing numbers to supervise or care for children whilst you attend the clinic. Please call us if you find yourself without a carer for your children so we discuss a plan with you.

Can my partner or support person accompany me into the building?

One of our overall aims in reducing the spread of COVID-19 is to minimise the number of people

attending and moving through the clinic.

Partners or Support People are only allowed for the following:

- Specialist Appointment
- Counselling where your partner is required as part of the session
- Embryo transfer
- Inseminations
- Pregnancy Scans

A support person in this instance is a person who does not reside in the same household as you and isn't required as part of your treatment. They are purely there as a support to you. Support persons are not allowed to attend for daily blood tests and ultrasounds.

All people entering the clinic will be required to perform the entry requirements as described in Question 4 including showing proof of vaccination.

I have an upcoming appointment with the Fertility Specialist. Will anything change?

You will be required to follow the check in processes which are outlined in Question 4 above. We can also offer consultations via video or phone, please request this when making your appointment. All Fertility Specialists associated with Concept are only seeing fully vaccinated patients.

Please note that Dr Artley and Dr Thompson are the only Fertility Specialists that consult at our premises here at 218 Nicholson Road SUBIACO. If you are seeing another Specialist who consults elsewhere then it is strongly recommended you familiarise yourself with their COVID-19 Management protocols and processes. We are unable to offer any guarantees that their protocols will be the same as ours.

I have an appointment for a semen sample. Am I still able to come to the clinic to do this?

Yes, if you are fully vaccinated and can show evidence of this. If you prefer we can provide you with the requirements to produce your sample at home as long as you live within 1 hours drive from Concept. If you are unvaccinated we regret that you will not be able to complete the sample onsite and must produce your sample at home or other alternate site. When bringing your sample from home please aim to drop off at Concept at your appointment time.

I am beginning my fertility treatment and I have an appointment with the Nurse Coordinators. Do I attend in person or will this be conducted online?

The Nurse Coordination meeting will be performed online with all associated documents required

Required for the meeting emailed to you beforehand. **DO NOT** attend the clinic. We will be utilising electronic signatures for return of paperwork and consents. You will be emailed treatment information prior to your online meeting so you can prepare your questions to ask during the meeting. We strongly encourage you to read this information thoroughly. In preparation for your meeting please download the 3CX Video Conference application available from your phones application store. A link to join the meeting will be emailed to you just prior to your meeting. Our nurses are available 7 days a week during our opening hours and after hours until 10pm to answer any of your questions.

I have questions for certain members of the team. Can I request to speak with them if I am in the clinic for other treatments or services?

One of our overall aims in managing the spread of COVID-19 is to minimise the number of people in the clinic at any one time. It is requested that if you have questions for our Science, Accounts, Nursing or any other personnel that you call us. We have a memo system that is regularly checked by staff and we endeavour to return all calls before we leave for the day. Please indicate with reception if your query is of an urgent nature.

My admission to the Day Hospital for my egg collection, gynaecological procedure, epididymal aspiration (sperm retrieval) or cosmetic procedure is pending - what will I be required to do?

All patients booked for anaesthetic procedures in our Day Hospital are **NOT** required to undertake a PCR test prior to admission.

On the day of their procedure, all patients who are undergoing an anaesthetic will be required to complete the entry requirements (refer to Question 4) and undertake a RAT prior to admission to the facility. Our Concierge will provide you with the RAT upon arrival to the clinic. You are welcome to complete the test yourself with our instructions or we will be happy to assist. This process will take approximately 15 minutes.

If your result is positive, we regret that we will be unable to complete your theatre procedure and you will be asked to leave the facility. A positive RAT is now considered a confirmed case of COVID-19. We will assist you to make contact with partners, friends, and support people as needed. Our Nurse Coordination team will make contact with you to provide you with further directions and support. In this instance, we regret, that your cycle will be cancelled and you will not be able to return to the clinic until you are confirmed negative and are asymptomatic. You will not be financially disadvantaged under these circumstances.*

We cannot emphasise enough the importance of letting us know if you are feeling unwell. Please don't come to the clinic. Call us.

If a negative result is received, the theatre team will escort you into the theatre admission area. During the admission process you will be asked to verify your answers to the screening questionnaire from the day prior.

We regret that partners/relative/friends/support persons will not be allowed to enter the building at the time of drop off or pick up. A member of the theatre team will call your nominated pick up person to advise them of a pickup time. Upon arrival at the clinic we request that you use the intercom system to the left of the rear entrance door to alert the team that you have arrived. Please remain in the car park and we will escort your partner/friend/relative/support person to you. Discharge instructions will be given to your partner/relative/friend/support person during the telephone call to advise of the pickup time. Whilst we will not require a signature upon discharge, we will not discharge a patient until we know and have visualised that the designated pickup person is in the car park. All theatre patients will be given a fresh mask on arrival to the theatre.

I am required to produce a fresh sperm sample on the day of my partner's egg collection. Are we allowed to enter the clinic together?

In order to minimise the number of people in the clinic at any one time we do ask that you remain in your car or outside the building. A member of our Embryology Team will call you on your mobile and meet you at the top of the stairs once we require you to produce your sample.

Alternatively, if you live within one hour drive from Concept, you can return home after dropping your partner off for her egg collection, produce your sample at home and bring it to the clinic when you return to collect your partner.

Unvaccinated male partners must produce their sample at home or other alternate site.

My PCR test has returned a positive result will this affect my treatment?

Unfortunately, yes. Concept Day Hospital is not in a position to provide treatment for patients with active COVID-19 as we have neither the facilities nor equipment to safely manage your care. If you develop COVID-19 during treatment we will cancel your cycle and delay treatment until you have fully recovered. This is good medical practice as it is unwise to try for a pregnancy if you have an active infection. It is also unreasonable to risk virus transmission to other patients and our staff.

If we are required to cancel your treatment due to a COVID-19 infection, you will not be financially disadvantaged* when you recommence treatment with us.

I need to make a payment. Can I present to the front desk?

During these COVID times we request that payments be made online via EFT or by calling the clinic. Over the counter payments will no longer be accepted (including cash).

What additional measures will the Concept staff be taking to ensure patients are protected?

All Concept staff are fully vaccinated and we have been mandated by the WA State Government to have booster doses. This is being undertaken as time frames allow.

Other Measures:

- All staff will be wearing masks.
- Staff providing clinical care will be either wearing gloves or using hand gel after touching you as part of your care or upon leaving your care zone
- During procedures where social distancing can't be maintained in order to provide your care, staff will also wear a face shield.
- Hand Hygiene stations around the building are provided for ease of use.
- Staff will not be allowed to attend the workplace if they are ill or a member of their household is suspected or a confirmed case of COVID-19.
- Staff will be screened regularly to ensure they do not attend work when they have been in close contact with a suspected or confirmed case of COVID-19.
- We have a dedicated Concierge to ensure entry requirements are met and waiting areas are not overfilled.
- No magazines or reading materials will be provided in the waiting room or around the clinic, including the men's collection rooms. We do offer free Wi-Fi to all of our patients.
- We commit to providing updates to our website, social media platforms and/or email as required to keep you informed.
- Minimisation of the use of shared stationery in and around the clinic.
- Allowing non-clinical staff to work from home in order to minimise the number of people in the clinic.
- All theatre and staff who provide clinical care that does not allow for social distancing, including visiting doctors, are undergoing FIT testing to ensure the masks we use fit well, thereby providing adequate protection.

Please Note: Electronic Signatures will now be accepted by the clinic. Witnessing of documents under the Reproductive Technology Accreditation Council (RTAC) Code of practice is no longer required.

We would like to take the opportunity to thank you for choosing Concept for your fertility needs and for placing your trust in us. Rest assured we are walking alongside you on this journey. Please do not hesitate to reach out to us with questions, feedback or support. We are here.

Keep safe, be safe.

The Concept Team

* If your IVF/ICSI or FET cycle is cancelled due to a positive COVID-19 result prior to theatre admission, you will not be charged a Concept cycle fee and these charges will be Bulk Billed to Medicare. ** Any payments that you have made will be credited to your account and this amount will be available for future treatment.

In the event you test positive to COVID-19 following your egg collection and prior to your embryo transfer, you will not be able to proceed to your transfer and your embryos will be frozen. In this instance Concept cycle fees will still apply and you will be provided one subsequent Bulk Billed FET cycle. **

** Please note that Concept cycle fees DOES NOT INCLUDE semen analysis, sperm freeze costs, consultations with Fertility Specialists, Anaesthetist fees (where applicable), theatre and accommodation charges/excesses (where applicable), medication costs, pathology, ultrasounds or any costs accrued outside of the 30 day Global Fee as defined by Medicare.