

Guide to dealing with problems outside of clinic hours

PROBLEM	WHO SHOULD I CONTACT?	FURTHER INFORMATION	SHOULD I CONTACT CLINIC NEXT BUSINESS DAY?
MY PERIOD HAS STARTED			
Weekday You have full flow bleeding (not spotting) and are wishing to start IVF.	Please email your clinic nurses: sydneynurses@adorafertility.com.au melbournenurses@adorafertility.com.au perthnurses@adorafertility.com.au brisbanenurses@adorafertility.com.au	A nurse will contact you once the results have been received, which is typically that afternoon but may be the following morning.	Stimulated cycle - Please have day 1 blood test between 7-9am and email the clinic. Frozen cycle - Please email the clinic on the next business day.
Weekend You have full flow bleeding (not spotting) and are wishing to start IVF.	Stimulated cycle - YES, via email as above Frozen cycle - NO, please contact the clinic on the next business day.	Stimulated cycle - Bleeding noted before midday please do Day 1 blood test as soon as possible. Once attended please email the clinic nurses with your full name, DOB and advise day 1 bloods attended. Bleeding noted after midday, please attend above the next day.	Frozen cycle - email the clinic the next business day for instructions.
MEDICATION			
Insufficient Stimulated Cycle Medication	Call or email the clinic during business hours. 8am and 5.30pm on weekdays (QLD 7.30am-5pm) . Saturdays 8am - 4pm.	Please ensure you monitor your own levels of available medication. If you feel there is not enough for the next night or over the weekend please call or email the Clinic during business hours Monday to Friday 8am-6pm for nurse to arrange more.	YES
No Trigger injection available or injection faulty (Ovidrel, Pregnyl, Decapeptyl)	Contact the clinic during business hours	It is important to check that you have this medication as soon as you are able to after the nurse gives your trigger instructions - remember there will only be 1 nurse available to discuss this before 6pm .	YES - Unless spoken to nurse the day before

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MEDICATION			
Forgotten to take medication	Take it as soon as you remember and then contact the nurses the following day to let them know.	You will not be required to take two doses the following day if you forget. Take it when you remember and then return to your normal pattern the following day.	YES
I'm still not sure how to or am feeling anxious about taking medication.	Please refer to the links in your cycle information email to watch the video about your medication administration. You can also find similar videos on Youtube.	If you are concerned about pain during injection it is ok to use an icepack or Emla preparation to numb the site. if you have a fear of needles, counseling can help. This website has some helpful information about needle phobia. https://www.needlephobia.com/	YES - if you have not been able to take the prescribed medication.
THE TWO WEEK WAIT			
I have begun to bleed before my pregnancy test is due.	It is likely this is your period and unfortunately could mean this cycle has not been successful. Please let the nurse know the following business day.	You will still need to attend for a blood test as requested by your nurse as bleeding does not mean its a period. In a small number of cases there can be bleeding and you are still pregnant so it is important to still have the test.	YES
I'm feeling anxious about the result and I can't stop thinking about it.	It is normal to feel great expectation around your upcoming pregnancy test. It's a good idea to keep your mind busy with work or other activities. Continue with a healthy diet and get some sleep.	Mindfulness Apps can be useful: <ul style="list-style-type: none"> • Smiling Mind • Headspace • Calm • Stop, Breathe, Think 	YES - if you need to talk to a nurse or for a referral to a counselor

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Insufficient Progesterone Pessaries (Crinone gel, Oripio pessaries, Utrogestan, Endometrin)	You can contact the clinic to arrange another script for you on the next business day. This will take 1-2 days for the Specialist to write the repeat script.	You will have enough to get you to your first pregnancy test. You will be advised after this if you require more.	YES - if you require more medication
PAIN OR BLEEDING AFTER YOUR OPU PROCEDURE			
After Egg Collection - Mild to Moderate	If you have taken pain relief and it has not helped after 30 mins. Please contact the nurses during clinic hours.	Paracetamol (Panadol or Panadeine acceptable) and use a heat pack. avoid Nurofen or Aspirin.	YES - if not subsided
After Egg Collection - Severe	YES (Before 5.30 pm)	If not controlled with Panadol or Panadeine and this occurs after 6pm, please present to your nearest Emergency Department and state that you are undergoing IVF treatment.	YES - please report any trips to the emergency dept.
PAIN OR BLEEDING AT OTHER TIMES			
Pain prior to your OPU procedure while using FSH/Agonist/Antagonist medication	The clinic nurse between 8am and 5.30pm on weekdays (QLD 7.30am-5pm) . Saturdays 8am - 4pm.	If you are feeling very bloated and/or constipated- increase your fluid intake and reduce your activity levels. It is safe to take Paracetamol.	YES
After positive pregnancy test +/- moderate to heavy bleeding	The clinic nurse between 8am and 5.30pm on weekdays (QLD 7.30am-5pm) . Saturdays 8am - 4pm.	Light bleeding - please monitor and call the clinic the next business day. Heavy bleeding/pain - present to your nearest Emergency Department.	YES
Bleeding during IVF treatment cycle	The clinic nurse between 8am and 5.30pm on weekdays (QLD 7.30am-5pm) . Saturdays 8am - 4pm.	Light bleeding following a procedure is normal. All other times please call the clinic during business hours.	YES
Bleeding on the pill	Not necessary to report unless it is heavy or ongoing.	'Spotting' on the pill is not uncommon.	NO

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RESULTS			
<p>You have not heard from a nurse following your day 1 blood test Or You are awaiting further instructions post monitoring blood test or ultrasound</p>	<p>The clinic nurse between 8am and 5.30pm on weekdays (7.30am-5pm QLD), 8am and 4pm on Saturdays, if you have not heard by the following morning.</p>	<p>Please be advised some hormone level tests take longer to receive and may be pending with the lab by close of business. If you have not heard from a nurse by 5pm the same day as your blood test you will be contacted the following day. Do not start on medication unless instructed. If you are on medication please continue same dosages until a nurse has been in touch with you.</p>	<p>YES - Only if you have not heard from a nurse by 5pm.</p>
<p>Awaiting further instructions post 6 or 7 week pregnancy scan report</p>	<p>Different Fertility Specialists will have varying protocols for looking after you in early pregnancy. Your nurse will let you know the next steps. Please let the clinic know when you have had your scan so they can follow up the results.</p>	<p>It can take time for your results to be received and reviewed by your specialist. If you haven't been advised to book an appointment with your specialist please call the clinic during business hours to discuss your results.</p>	<p>YES</p>
COUNSELLING			
<p>If you think you could benefit from counselling</p>	<p>The clinic nurse between 8am and 5.30pm on weekdays (QLD 7.30am-5pm) . Saturdays 8am - 4pm.</p>	<p>For After Hours support</p> <ul style="list-style-type: none"> • Lifeline 131114. • Mental health access line 1800 636 825 (NSW) 1800 606 024 (VIC). • Mental health access line 1800 636 825 (NSW) 1800 606 024 (VIC). • 13 HEALTH: 13 43 25 84 (QLD). • Mental Health Emergency Support Line (WA) 1300 555 788 (metro) or 1800 676 822 (Peel). 	<p>YES</p>