

# Your Adora Fertility Journey Booklet

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# Welcome to Adora.

We're the family that helps you start yours.

Adora has one goal. To provide you with a world of fertility expertise at a fraction of the cost.

By being focused, direct and efficient with our services and pricing structure, we have levelled the playing field and opened the door to eligible couples facing fertility challenges.

We do this by operating differently, focusing on what provides patients with direct value.

We like to think we're the family that could help you start yours.

This introductory booklet is an overview of our fertility services and the key information you will need to know before and during treatment with us.

We look forward to helping you start or grow your family.

# Our services.

**"We are committed to delivering high quality, comprehensive fertility services".**



At Adora Fertility we are committed to ensuring that IVF and fertility services are accessible and affordable to eligible Australian couples.

## Our services include



**Intra Uterine Insemination (IUI)**



**In Vitro Fertilisation (IVF)**



**Intracytoplasmic Sperm Injection (ICSI)**



**Frozen Embryo Transfers**

We are committed to Elective Egg Freezing: delivering high quality, comprehensive fertility services. What's more, your treatment will be supported by a strong, professional team with many years of combined IVF and fertility experience.

This team includes our Adora Fertility GPs, fertility specialists, fertility nurses and scientists (embryologists). The Adora administration team are also here to offer advice and assistance throughout your fertility journey.

Once you meet with your fertility specialist you will remain with them throughout your fertility journey for all clinic appointments. You'll receive a customised fertility management plan and your treatment cycle will be personally managed by your own specialist.

Each fertility specialist performs the procedures (egg collection, embryo transfer, surgical sperm retrievals) on an allocated day of the week so you may not have your own specialist for your procedures because timings will depend on when your eggs are ready.

All procedures at Adora Fertility are performed by a fertility specialist.

Please refer to the Adora Fertility website at [adorafertility.com.au](http://adorafertility.com.au) for more information about our facilities and services.

## What we provide

- Assisted Reproductive Technologies (ART) that are affordable, comprehensive and of a high standard. The ART will be delivered by an experienced team.
- Information on your treatment options and answers to your questions.
- Translation and interpreting services to ensure your queries are answered.

Please let us know if you have any specific needs regarding religious or cultural issues and we will endeavour to meet your requests.

Adora Fertility understands that you have the right to privacy and confidentiality so we will receive and file your personal information in confidence.

## Important information

- Assisted Reproductive Treatment (ART) involves both partners. So you're both responsible for attending every GP and Specialist appointment.
- During your fertility journey with Adora, both partners must bring a valid Medicare card and Photo ID (Drivers Licence or Passport) to every appointment and ensure

that all required Medicare forms have been signed. Adora is committed to maintaining your privacy and confidentiality.

- Make sure you work with your doctors and nurses to plan your cycle. They'll give you essential information as well as obtain your written consent.
- We will provide you with all the information you need but you're responsible for ensuring you understand your treatment, the success rates, potential risks and the processes involved.
- Your Adora nurse will give you advice on where to collect medications, attend blood tests, ultrasounds and other procedures. If you are unsure about anything, please ask a member of our team.
- The Adora nurses will be in touch with you regularly via phone / SMS or email to update you with results and give you your next instructions.
- Make sure you check your phone regularly and can be contacted throughout your treatment.
- If you cannot comply with any of the above requirements your treatment may be ineffective which



could result in the cancellation of your cycle.

- Please understand and accept that Fertility treatment can be intensive and time consuming. But you are not alone. Adora Fertility staff will help you through your journey.

So, please be mindful of this if you're feeling overwhelmed or stressed.

The Adora team will not tolerate aggressive behaviour. If you need further assistance, we'll put you in touch with trained counsellors.

Let us change your  
world without  
costing the earth.





# Before you start.

## Please note

To give you the best chance of success, we recommend you follow these guidelines.

## Folic acid, iodine and other supplements

It's very important that you, and your partner have a balanced healthy diet in preparation for pregnancy.

All women, prior to conception, should take folic acid 500µg daily and 150µg of iodine and continue these once pregnant.

Additional supplements (VitD, Iron, VitB12), may be recommended for some women according to their nutritional status and risk factors.

There are several multivitamin preparations available for pregnancy, which cover most of these nutrients.

## Weight

You will need to maintain your weight so that your BMI sits between 18 and 34 to maximise your chances of a successful pregnancy.

Women with a BMI of 35 or greater are not immediately eligible for Adora

Fertility services. You will need to reduce your BMI to 34 or less.

Your Adora GP can talk to you about options to help you with this or refer you to a dietitian or nutritionist. A reduction in your BMI will, most certainly, help you achieve a pregnancy.

## Smoking

All patients, male and female, seeking ART are strongly advised against smoking.

If you or your partner smoke or the female is exposed to second hand smoke, this can decrease the chance of pregnancy.

Smoking can also greatly increase the risk of the following:

- Miscarriage
- Ectopic pregnancy
- Foetal abnormalities such as cleft lip and palate

There is also an increased risk of premature delivery, low birth weight, neonatal death and sudden infant death syndrome (SIDS).

## Alcohol

Men should avoid binge drinking and stay within the Australian guidelines for the number of daily standard drinks.

Women should be aware of the risk of foetal alcohol syndrome and should avoid alcohol completely after embryo transfer and throughout pregnancy.

## Drugs and steroids



If you have a substance abuse issue, you must let your treating doctor know. They will refer you to a specialist drug and alcohol service.

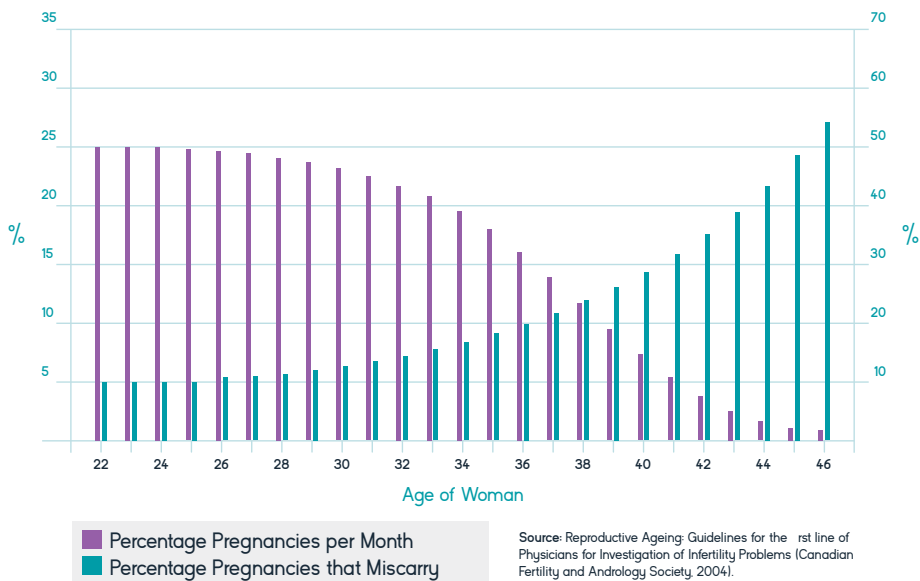
The use of steroids can also have a negative effect on male fertility and your treating doctor must be informed if you are, or have been recently, using anabolic steroids.

## Age

There are a number of factors that can affect fertility for men and women:

The biggest factor affecting a woman's fertility is age. Once a woman reaches 35, her ability to conceive is halved, compared to her early twenties.

By the age of 40 her chances over a 6-12-month period are reduced to only 5 - 8%. Women older than



44 years of age are not eligible for fertility services with Adora in accordance with current medical evidence.

For men, age can also be detrimental to sperm health. Over the age of 50, there is evidence that there are increased chances of rare genetic conditions in the offspring.

## Tests

Before you start your treatment, investigations are undertaken by a health GP to ensure your suitability for the recommended treatment.

These could include:

- Pelvic Ultrasounds
- Blood Tests
- Semen Analysis and comprehensive medical history

These investigations will help your Adora fertility specialist have a full understanding about you and any assistance you might need in achieving your goal of a healthy pregnancy.



# Consent.

Before you can commence your fertility journey with Adora, you and your partner will need to read, understand and agree to all terms within Adora Fertility's Assisted Reproductive Technology (ART) Agreement, by signing the Assisted Reproductive Technology Consent form during the informed consent discussion with your specialist.

There will also be a consent form that you will need to sign in relation to financial matters and cycle specific details. This will take place at the end of your consultation with your fertility specialist. Treatment will only commence once these documents have been signed by you and your partner. If you are commencing subsequent cycles you will need to visit your specialist to review your new treatment plan, a new consent form will need to be signed if the due date is approaching.

If you have any questions about the agreement or would like a copy to take home and read, the Adora team will be happy to help.

Treatment will only commence once these documents have been completed and signed by you and your partner. If you are commencing subsequent cycles, you will need to visit your specialist to review your new treatment plan and then sign a new Cycle Consent Form.

## For Victorian patients:

In Victoria, legislation requires that all patients using ART (Assisted Reproductive Technologies), that is Intra-Uterine Insemination and In Vitro Fertilisation (IVF), undertake counselling. For more information please refer to our website: [www.adorafertility.com.au](http://www.adorafertility.com.au)

At Adora Fertility we are very aware that the inability to conceive and fertility treatment can have psychological and emotional impacts on you and your partner.



# Treatment process.



# Emotional support.



## One in six Australian couples have difficulty conceiving

In some cases, the fertility journey can be a stressful experience for couples. To reduce stress levels, it's important that you're fully informed of the treatment process and all the options available. Please do not hesitate to ask the Adora Fertility team if you have any questions.

Some couples find their fertility journey stressful due to:

- Lifestyle changes required to improve the chances of conceiving
- Time commitments and the interruption to their current lifestyle
- Physical and emotional stresses due to the IVF process
- The pressure of important treatment decisions
- The need to provide support for their partner while needing support themselves

- Dealing with unsuccessful outcomes

If you find yourself struggling with these issues or have any other concerns, please speak to your Adora fertility GP or nurse who will help you reduce the burden.

### Counselling and Support Groups

Patients commonly report that fertility treatment is a very emotional time. Feelings of anxiety, depression and loss of control may be familiar to you before treatment begins. Adora Fertility has access to professional counselling services that can provide you and your partner with support and care when you need it.

If you're in NSW, QLD and WA and you feel you could benefit from counselling, please let your Adora nurse know and they'll put you in

touch with a counsellor. The first session is provided free of charge. You may be charged for any subsequent counselling sessions, each state does vary in policy slightly so please contact your nearest clinic to discuss.

In Victoria, legislation states that counselling is a mandatory for couples undertaking fertility treatment. The cost of this compulsory session is at the expense of the couple. Subsequent counselling services are also available, please speak with your Adora fertility specialist for more information.

ACCESS is a national support group committed to promoting the wellbeing of infertile couples. They are a consumer-based, independent, non-profit organisation.

For more information, visit their website at [www.access.org.au](http://www.access.org.au)

Pink Elephants is a not-for-profit organisation created to support women through miscarriage. For more information, visit their website at [www.pinkelephantssupport.com](http://www.pinkelephantssupport.com)

Crisis Counselling is also available on the following numbers:

**Lifeline:** 131 114

**Mental Health Access Line:**

NSW - 1800 636 825

VIC - 1300 606 024

QLD - 13 MH CALL (642255)

WA - 1300 555 788

(Metro): 1800 676 822 (Peel)



# Your medications.

Most patients will be required to self-inject medications during treatment for approximately two weeks when undergoing stimulated cycle for egg retrieval. To help make you more comfortable with this procedure, your Adora Nurse will provide you with written instructions and medication information.

Medications are readily available from the pharmacies located near our centres. However, you don't have to source your medications from these pharmacies.

Please ensure you don't run out of medications during your cycle. Not all pharmacies can dispense these. Check with your Adora nurse if you're not sure.

All prescribed medications should be taken as advised by your fertility specialist or Adora nurse.

Continue all medications until advised otherwise. Please ensure you refer to each individual medication brochure for more detailed information. If you experience any side effects beyond those listed, or if symptoms become severe, please contact your Adora nurse.





# Monitoring your cycle.



For more details, please visit, [www.adorafertility.com.au/  
resources/medications](http://www.adorafertility.com.au/resources/medications)

Our team will need to monitor your response to the treatment with blood tests and ultrasounds. This monitoring will be done at pathology collection and imaging centres recommended by your Adora nurse. They will discuss this in more detail during your consultation.

It is important that you attend all scheduled ultrasound appointments and tests during this time as failure to do so will result in cancellation of the cycle. Please contact the clinic if you are unable to attend.

There's no need to fast for blood tests. Please attend to your blood test as early as possible on the morning it has been requested. This is preferably between 7am and 9am so the blood results can be delivered back the same day and you can receive further instructions.

Ultrasounds require you to empty your bladder just prior to the scan. If you have any concerns about a trans-vaginal ultrasound, please let your Nurse and Sonographer know.







# Egg collection.

You will be notified two days in advance when egg collection will occur. At this stage of the treatment if you are feeling bloated and have any other symptoms it is important to keep your fluid intake up and reduce activity. Please follow the trigger injection instructions very carefully including the fasting instructions for your anaesthetic.

After this procedure, you will need to take the rest of the day off to rest and recover.

Egg collection is performed with a small needle through the upper part of the vagina under Ultrasound guidance. Unlike some other clinics, Adora Fertility egg collections are

performed under a light general **anesthetic** so that you don't feel any pain. The procedure (oocyte pick up) takes approximately 20-30 minutes. You will be given a full set of instructions regarding the preparation and post-operative care by the day surgery nurses. Sperm will be collected on the same day and the collected eggs will be "exposed" to the sperm on this day as well.

You will normally be able to resume activities the following day, please listen to your body and resume your fluid intake.

**All procedures are performed by a Fertility Specialist.**

# Day surgery.



All egg collection procedures are performed at a fully-accredited day hospital. Detailed instructions will be provided by one of your Adora nurses.

## Prior to Admission

- If you have private health insurance, please check your insurance details to confirm your day procedure cover and out-of-pocket expenses.
- Any charges from your anaesthetist are separate from the day surgery. There is a Medicare rebate on your anaesthetic fee. You will need to confirm these charges prior to your admission.
- Your Adora nurse will confirm your admission time and procedure instructions two days prior.

## Fasting

You will need to fast from all food and water prior to your procedure. This includes chewing gum. Fasting is generally 6-8 hours before your procedure. However, your Adora nurse will confirm your fasting times.

It is very important that your stomach is empty prior to the procedure for your own safety. Contents from

your stomach can potentially be regurgitated into your lungs. This is called aspiration. Please be aware that if fasting instructions have not been followed, your procedure may be postponed.

## What to bring

- All entitlement cards including, Medicare, Health Fund, Pharmaceutical Safety Net, Pension, Veteran Affairs.
- Any medication your specialist or anaesthetist has advised you to bring such as inhalers. Make sure it is still in its original manufacturer's packaging.
- Your EFTPOS or credit card (VISA, MasterCard) to pay for any out-of-pocket expenses. Please note: personal, business or bank cheques will not be accepted.

## What to wear

Shower normally but do not apply any make up. Please wear loose, comfortable clothing and low-heeled shoes with non-slip soles. Contact lenses (if you take them out at night) will need to be removed before the procedure. Do not use any deodorant,

talcum powder or perfumed creams on your skin. Also, please do not wear perfume.

## Interpreter Services

If possible, please bring a family member or a friend to interpret for you. If you are not able to do this, let the Adora team know prior to your admission so we can arrange an interpreter for you.

## Important information

Please remember that general anaesthesia and sedation takes time to leave your body and may still affect you, even though you may feel fine after your procedure.

- For this reason:
  - a responsible adult, who is your carer or support person, will have to sign your discharge paperwork.
  - must accompany you home and remain with you for 24 hours following your discharge.
  - must have access to a phone in the 24 hour post-discharge period.
- Public transport should be avoided even if accompanied by a responsible adult.
- If you are taking a taxi, you will

still need a responsible adult to accompany you home.

- For the 24 hours following your procedure you should not:
  - Drive a car (you will not be covered by insurance if you drive within 24 hours post-anaesthetic).
  - Operate machinery including domestic appliances such as stoves, kettles or heaters.
  - Sign any important documents or make important decisions.
  - Drink alcohol.
  - Take sedative medications.
  - Play sport, lift heavy objects, or do heavy work.

Most importantly, you will need to remain within one hour's travelling time of appropriate medical attention, in the 24 hour post-discharge period

**For day surgery address and contact details please see [the appendix](#).**

# Fertility treatments.







## IVF

In Vitro Fertilisation (IVF) involves bringing the eggs and sperm together in a dish in the lab. IVF is used to overcome a range of fertility issues. The embryo formed is transferred into the uterus five days after egg collection.

### Please note

The following outcomes are uncommon. However, if you are in a situation where these have occurred during your treatment, your Adora Nurse and specialist will discuss the the next steps with you.

involves injecting a single sperm into each mature egg. The eggs are checked the next day for fertilisation.

### Reasons for ICSI

- Low sperm numbers (oligospermial)
- Low sperm motility (asthenozoospermial)
- High numbers of abnormal sperm (teratozoospermial)
- Elevated level of antibodies in the sperm sample
- When previous fertilisation has failed to be achieved with IVF
- Infection control for communicable diseases found in semen



## ICSI

Intracytoplasmic sperm injection (ICSI) is a technique used to assist fertilisation when sperm quality / quantity is poor. The technique

### The rates of success depend on

- Age
- Lifestyle factors
- Cause of infertility
- Sperm quality

Most males will provide a fresh semen sample on the day of egg collection. If the sperm needs to be retrieved surgically by testicular sperm aspiration (TESA) or open biopsy, this will be performed on the same day as egg collection.

In a small number of cases, frozen sperm will be used which will be arranged with your Adora specialist.

Please remember, if you and your partner are having procedures with anaesthetic, a third party will need to take you both home.

The day following egg collection, your Adora fertility specialist will check to see if fertilisation was successful and if so, how many eggs have been fertilised.

You will be informed of how many eggs have been successfully fertilised. The progress of these embryos will be monitored over the following days, leading to an embryo transfer or freezing.

To maximise the chances of an embryo implanting for a successful pregnancy, you will be provided with medications to support the lining of the uterus. The embryo transfer happens at the laboratory in the procedure room. Most women say this is no more uncomfortable than a pap smear.

### Things that can go wrong:

- Risk of OHSS (Ovarian Hyper-Stimulation Syndrome).
- No eggs collected.
- Only immature eggs are collected and not suitable for fertilisation.
- The combining of egg(s) with sperm doesn't result in fertilisation (known as failed fertilisation).
- Poor quality eggs may be damaged and therefore, unusable.
- Premature ovulation and therefore egg(s) lost prior to collection.
- Due to poor sperm quality on the day of collection, Insemination type changed to ICSI after discussion with the fertility specialist.

# Fertilisation and embryo development

The day following egg collection your Adora fertility specialist will check to see if fertilisation was successful and if so, how many eggs have been fertilised.

You will be informed of how many eggs have been successfully fertilised. The progress of these embryos will be monitored over the following days, leading to an embryo transfer or freezing.





# Embryo transfer.



To maximise the chances of an embryo, implanting for a successful pregnancy, you will be provided with medications to support the lining of the uterus. The embryo transfer happens at the laboratory in the procedure room. Most women say this is not more uncomfortable than a pap smear.



## Fresh Embryo Transfer

After egg collection and news of your fertilisation, the transfer will be arranged in consultation with your treating specialist and Adora nurse. This is usually five days after egg collection. Sometimes if there are a low number of eggs fertilised, the embryo is transferred earlier on day two or day three.

You would have already discussed this procedure and signed the consent to ensure you know how many embryos will be transferred.

Generally only one embryo is transferred. In exceptional cases, after consulting with your Adora fertility

specialist, two may be transferred. This usually happens if the female patient is over 40 or the couple has undergone a number of IVF cycles without success. Your Adora Nurse will call you with your transfer instructions.

The embryos are checked on the day of transfer. The embryologist will inform you about the quality of your embryo prior to the transfer. You will be shown your embryo on the monitor. You're welcome to take a photo if you wish.

If a fresh transfer is not performed because your embryos are to be frozen or if there are no embryos suitable to transfer from the cycle, your Adora nurse will explain your next steps.



## Frozen Embryo Transfer

Embryos are frozen at Adora Fertility on days five and six after the egg collection. Not all embryos will be suitable for freezing and some couples may not have any embryos suitable for this procedure.

Embryos will only be frozen if:

- they've grown to the right stage,
- they are of sufficient quality to survive the freezing and thawing out process,
- they have the potential to form a pregnancy.

These embryos can stay in storage for five years. This timeframe can be extended if your application storage extension is granted. Additional storage fees will apply.

Please see your Adora fertility specialist to discuss your treatment and sign a new consent form for frozen embryo transfers.

Frozen embryo transfer is relatively simple.

Your cycle is monitored with or without medication. Our aim is to transfer the embryo into your uterus at the correct time in relation to your

ovulation and the thickness of your uterus lining (endometrium).

Your cycle will be tracked with blood tests and ultrasounds as advised by your Adora fertility specialist and nursing team. If you require any medication for the frozen cycle, you will need to purchase it. Medicare does not cover these medications.

On the day of transfer, your embryo will be thawed. Not all embryos survive the freezing and thawing process. In fact, approximately 5% do not survive. In these circumstances you will be contacted by the embryologist if there is a problem.

Once your transfer has occurred you will continue any medication you have been asked to take. You'll also be advised when your pregnancy blood test is due.

## A Freeze-all Cycle

One of the risks of IVF treatment is Ovarian Hyperstimulation Syndrome (OHSS). This is one reason why you are monitored during the cycle with Blood Tests and Ultrasounds.

Modern IVF is very good at preventing OHSS.

If you are overstimulated, then your fertility specialist may decide to give you a different type of trigger injection (called an agonist trigger) and not put an embryo back straight away. In this case we freeze all the embryos and transfer them later in a frozen cycle. This prevents you becoming unwell.

You are particularly at risk of OHSS if you are young, slim and have polycystic ovarian syndrome (PCOS). Frozen pregnancy rates are equivalent to fresh. There are other clinical situations that will improve your pregnancy chances if your treating specialist decided to freeze the embryos instead of performing a fresh transfer. The reasons will be explained to you if this occurs.



**Intraterine  
insemination.**



Intrauterine insemination (IUI) involves the insertion of prepared sperm obtained from the male partner, which has been washed and treated (by the lab). The washed sperm is placed inside the woman's uterus to increase the number of sperm that can potentially reach the egg and form a pregnancy.

An IUI cycle can be performed by:

- **Monitoring the natural cycle.**

This method doesn't involve any medication and is monitored in conjunction with the woman's natural cycle.

- **Ovulation induction.** This involves the use of medication to stimulate the ovaries and cause or regulate ovulation with either letrozole or follicle stimulating hormones (FSH) and trigger (hcg) injections. Some women may also be given luteal support.

You will be required to attend blood tests and vaginal ultrasounds. Your Adora nurse will discuss this with you.

An IUI is performed by an Adora fertility specialist and isn't usually painful. However some women may experience mild cramping and or discomfort. You should be able to return to work straight after the procedure.

## Reasons for using IUI:

- Difficulties with sexual intercourse
- Ovulation problems
- Unexplained infertility
- Mild endometriosis
- Mild male factor infertility

## The risks of IUI:

- Multiple pregnancies
- Ovarian hyper-stimulation syndrome (OHSS) which is very rare in IUI cycles.
- Cancelling prior to IUI due to the presence of two or more follicles. This increases the chances of multiple pregnancy.
- Premature ovulation creating a surge in LH or progesterone levels.

## The success rates depend on:

- Age of the couple
- Causes of infertility
- Lifestyle factors

Please note that payment is taken upfront for the IUI. If your cycle is cancelled you may be entitled to a partial refund as we are unable to claim funds from Medicare.





# Pregnancy test.



The pregnancy test is a blood test that is typically performed approximately 11 days after your embryo transfer. This test will give us detailed information about your hormone levels that will determine the success of your cycle.

You will be provided with a specific date to attend this blood test and, if the result is positive, we will arrange an ultrasound three weeks from the date of the pregnancy test. This will be advised by our clinical team.

Unfortunately, if this cycle has not been successful your period will arrive in the next few days. Please attend your blood test, regardless. If this occurs we will encourage you to come back and discuss the next steps with your specialist.



# Risks.

## Ovarian Hyper-Stimulation Syndrome (OHSS)

Approximately 1 in 200 women undergoing IVF treatment may experience Ovarian Hyperstimulation Syndrome (OHSS). This is a complication as a result of some fertility medication.

Symptoms include:

- Nausea and / or vomiting
- Abdominal pain or distention
- Diarrhoea
- Shortness of breath
- Reduced urine output

The Adora fertility team will ensure all preventative measures are taken to minimise the risk of OHSS. If you do have any of the above symptoms, you should contact your Adora nurse immediately.

## Multiple Pregnancy

Some women undergoing IVF treatment may also experience multiple pregnancies which can lead to both complications for the mother and babies. Consideration should also be given to the economic, social and psychological impacts associated

with multiple pregnancies. Multiple births often result in health issues for babies, additional expenses and emotional stress on the family.

Multiple pregnancy can result in several complications including:

- Increased risk of miscarriage
- High blood pressure that requires antenatal hospitalisation
- Premature deliveries (which may require neonatal intensive care)
- Increased risk of stillbirth and perinatal death
- Birth complications including cerebral palsy
- Long term birth defects in children

This is why, at Adora Fertility, our policy is based on transferring only a single embryo in women less than 40 years of age. In extenuating circumstances, where the treating specialist has determined the prognosis is poor, a maximum of two may be considered.

With any fertility treatments there is no guarantee of success. So it's important to be aware that many couples struggle with the psychological and social impacts of a failed cycle.

## Unexpected Events

Unexpected events can occur during your cycle. Most of these events are uncommon and can include:

- Cancelled cycle. This is an egg collection procedure that doesn't retrieve any eggs.
- Multiple pregnancy
- Ectopic pregnancy
- Slight increased risk of identical twins.
- Failure of the eggs to fertilise normally or poor / no embryo development.
- Premature ovulation and therefore egg(s) lost prior to collection.
- Miscarriage
- Ovarian hyperstimulation syndrome (OHSS), which may require all suitable embryos to be frozen, therefore no transfer during fresh cycle.

- Only immature eggs are collected which cannot be fertilised.
- Premature ovulation and therefore egg(s) are lost prior to collection.

If these situations arise, please be assured that the Adora team of specialists and scientists will work with you to determine your next steps.

## Financial Stress

Adora Fertility bulk bills all Medicare-supported fertility services and there is no cost to you for these components of your fertility journey. However, there is still a financial cost to couples for any Australian Government PBS co-payments, some medication and day surgery services. After many IVF cycles these co-payment costs may cause financial strain, couples will need to consider the financial implications of IVF based on their personal circumstances.



# Chance of success.

There are no guarantees that Assisted Reproductive Treatments will be successful for everyone that's why it's so important to be realistic about

your chances of falling pregnant. However, the success rate of assisted fertility has doubled in the past decade and continues to improve.



## After hours.

For a quick guide on what to do in certain situations After Hours, visit our website for more information [www.adorafertility.com.au](http://www.adorafertility.com.au)

### Medical Emergency

If you have a medical emergency such as severe unmanageable pain, heavy bleeding or an allergic reaction, please call 000 or visit your nearest Emergency Department and let them know you're undergoing fertility treatment.

# Patient feedback.



Adora Fertility is committed to providing the best customer service and experience for our patients. That's why we welcome patient feedback and respond to all complaints and issues as quickly and as appropriately as we can. It's about identifying areas of improvement in a timely and professional manner.

We run patient satisfaction surveys every year to gain insights into the views of our key stakeholders. Our aim is to improve our business.

If you would like to make a complaint, please contact the Adora Fertility Clinic Manager or Nurse Manager and they will respond to you as soon as possible.

All complaints made over the telephone are investigated and a response is provided to the patient once the issues raised have been thoroughly investigated.







# Additional resources.

Please refer to the websites below for additional information:

[www.adorafertility.com.au](http://www.adorafertility.com.au)

[www.fertilitysociety.com.au](http://www.fertilitysociety.com.au)

[www.varta.org.au](http://www.varta.org.au) (Victorian patients only)

[www.rtc.org.au](http://www.rtc.org.au) (Western Australian patients only)

# Appendix.





A photograph of a woman with dark hair, seen from the side and back, wearing a white and blue striped shirt. She is being embraced from behind by another person whose hands are visible on her shoulders. The background is a blurred living room with a window showing a view of a house and trees, a potted plant on a table, and a television screen on the right.

We're the family  
that helps you  
start yours.

# Locations.

Brisbane

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Sydney

---

Melbourne

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Perth

## Opening hours

Please refer to your local clinic for the breakdown of opening hours.