

Patient First Steps

1. Overview – introduction

Welcome

Concept Fertility Centre and Day Hospital is a private facility to provide comprehensive services relating to infertility at one central location. Concept has been a leading fertility Centre in Assisted Reproductive in Pakistan since 2000. We can offer you a wealth of experience balanced with current advances in management.

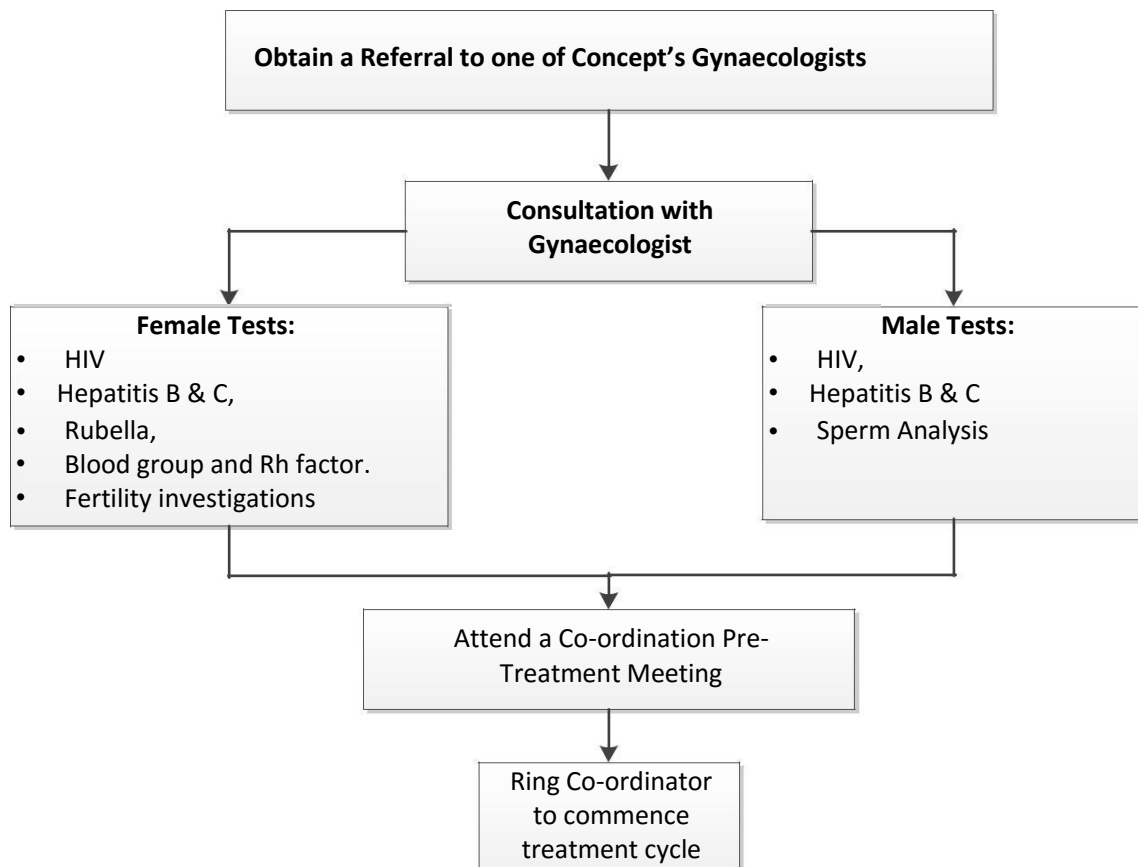
Continuity of care

Once you have chosen your Concept Fertility Specialist he/she will manage all aspects of your treatment program and will usually perform the egg collection and embryo transfer procedures. We believe that continuity of care is important to give you the best chance of a healthy pregnancy.

2. Structure

Concept has a group of specialist affiliated gynaecologists. These Gynaecologists utilise the services available at Concept Fertility Centre / Day Hospital for the treatment of their patients. Concept does not employ the specialist gynaecologists. This allows the gynaecologists to provide individualised treatment protocols when managing their patient's cycles. The gynaecologists consult in their private consulting rooms (some of which may be in Concept's premises) and then refer their patients for treatment or certain testing's at Concept.

3. Getting Started



To avoid this cost, these screenings need to be completed before the commencement of your cycle. **(EG: Before DAY ONE- First day of bleeding)**

You may supply Concept with copies of these screening tests (if performed within the last 12 months) from other sources if you wish. If you have provided these to your doctor please organise a copy to be forwarded onto Concept.

A. Pre-Treatment Blood Tests – Investigations

Your doctor will have provided you with a completed pathology form with the blood tests required written on the form. These investigation blood tests can involve hormone evaluations, rubella status or other tests to assess your medical condition and / or rule out certain underlying causes for your infertility.

These results are sent directly to your doctor's rooms and you will need to follow-up with your doctor through their secretary. Your doctor may require an appointment with you to discuss these results and organise the "right" treatment for you. If you have not discussed test results and treatment options with your doctor you will need to make an appointment to see them ASAP due to appointment waiting times.

B. Cycle Blood Tests

If the blood test is for cycle treatment and results are required that afternoon it is essential that you attend Concept main Clinic **before 11am**

This includes clients on:

- Egg collection cycles (IVF / ICSI)
- Frozen embryo transfer cycle (FET)
- Intra-Uterine Inseminations (DI, AIH)
- Timed intercourse cycles (TIC).

Check with the Coordinator if you are unsure if your results are required that day. Some cycle blood test results are not necessarily required that day.

8. Faxing blood test results from other external pathology centres? (Country patients)

Please advise the Co-ordinator if you are planning on having any blood tests outside of our assigned centres from Day 1 of your cycle for 30days. The Co-ordinator will

provide you with stamped pathology forms indicating that you are in an ART cycle covered by the ART Global Fee and therefore this test is not Medicare rebatable. You will receive a separate bill for these blood tests from the pathology you attended that cannot be taken to Medicare.

9. Having an Ultrasound at Concept?

Ultrasounds are conducted at Concept Monday – Saturday. Please arrive between 9:00am – 3:00pm The ultrasounds continue until all scheduled patients have been scanned.

You must be present by 9am for your ultrasound scan or you may miss the ultra-sonographer and your ultrasound will be deferred until the next day.

Pregnancy ultrasounds will occur on set days throughout the week and commence at 9am. The Coordinator will advise you of the date to attend for your pregnancy scan. These ultrasounds will be booked at 15 minute intervals.

We apologise for the waiting time but due to the nature of our service where we provide individual treatment it is difficult to pre-determine the number of clients attending for ultrasounds on any particular day. The Coordinator may be able to give you some guidance with this matter.

You do not need a full bladder. Please ensure you empty your bladder before your ultrasound.

Note: There is a fee charged for pregnancy ultrasounds and ultrasounds associated with timed intercourse cycles. Payment is required on the day of service. Any enquiries relating to these accounts will be directed to the accounts department Monday – Thursday

10. Obtaining your blood test & ultrasound results.

A Coordinator will ring you with your blood test and/or ultrasound results and provide you with further instructions. This will occur on the afternoon of your tests,

Please ensure that your contact details are updated by informing reception staff of any changes to your mobile phone number or availability. If you have a message bank service available which identifies you as the receiver, a message will be left by Coordinators. Message bank services not identifying you by name will not have messages left on them by Concept Coordinators. Please check your messages if you are expecting results.

If the centre is closed and you have not been contacted with your results be assured that the Coordinators may still be trying to contact you after closing hours.

If you have not been contacted please repeat your blood test the next morning and phone to advise the Coordinators.

11. Consent forms

All consent forms must be returned to the Coordinators by your first blood test at the latest.

All consents **MUST** be signed by both partners.

12. After hours phone

If you urgently require the services of a Coordinator after the unit is closed, and you will be provided necessary information or coordinator number

13. Collecting medications for your treatment cycle

Coordinator

Please attend within the Morning clinic hours of 8am – 6pm Monday – Saturday and place your name on the Coordinator list. This is for clients who need to speak with a Coordinator and/or require advice regarding their medication usage.

Pharmacist

* **This service is only available to collect extra medications that you are currently taking during your treatment cycle.**

To access this service you will need to have completed your pre-treatment meeting with the Patient Coordinator and be familiar with the medications ordered for yourself.

Medications can be collected 9.30am – 5pm daily (except Sundays) through the pharmacy service.

Other

Collection of medications outside of the above times is only available by prior arrangement with a Coordinator. Please advise us in advance so we can keep your waiting time to a minimum. However please be aware that if you do not notify a Coordinator of this requirement and simply attend the facility we may not be able to provide you with your medication. If possible we will try and organise this for you, but you may end up having an extended wait.

14. Return of medications

Unfortunately **medications cannot be returned**. Check the expiry date on your medications as you may be able to use these for a future cycle.

15. Accounts

You will receive invoices from the three different sources identified below. Please check the top of your invoice to determine the source so you can direct your invoice enquiries to the appropriate source.

- Concept Fertility Centre / Day Hospital
- Your Gynaecologist
- Your anaesthetist

Medicare determines that the “Treatment Cycle” starts from the day super ovulatory drugs (FSH) are commenced OR Day 1 of your bleeding (LMP date) for a period of 30 days.

SO any blood tests or ultrasounds performed before your Day 1 (commencement of the treatment cycle) or **after your +14** pregnancy blood test, are deemed by Medicare to be outside this “global fee” and you will be sent separate accounts for these tests.

For example:

A blood test to determine:

- If your hormones are basal to commence a treatment cycle. If they are not and this blood test does not determine that you are Day 1 of your cycle, this will not be accepted by Medicare as part of your 30 day treatment cycle.
- Where you are in a cycle?
- Monitoring of the pregnancy hormone after your +14 blood test.

An ultrasound:

- All pregnancy ultrasounds performed outside of the 30 day Medicare rule.
- Base-line ultrasounds outside of the 30 day Medicare rule.

Medications

Certain medications are also covered by Medicare in these treatment cycles **BUT** if required to commence **BEFORE** your Day 1 or **continue / start AFTER your +14** pregnancy blood test (EG: progesterone support), you will be billed for these.

Please take these accounts to Medicare.

17. Semen Analysis

Your doctor may request a semen analysis (sperm test). To arrange this test please contact Concept reception on 93822388.

* **Semen analysis must be done at Concept and not at an affiliated pathology collection centre.**

18. Semen Freezing

If the male partner is working away during the treatment cycle it is possible to freeze a semen sample. To arrange for semen freezing please contact Concept reception.

Sometimes you may experience an unexpected result. For example you may be informed that your egg, sperm or embryo quality is poor or you may experience a poor fertilisation result. The expertise regarding these situations lies with your coordinator doctor or consultant and they are happy to discuss these with you.

20. Complaints

You have a right to comment on or make a complaint about your care and have this dealt with promptly and effectively.

If you have any complaints we would like to hear about them.

Please send your comments to the below address.

Shahid Shakur
CEO
Concept Fertility Centre
F-6/1 Block-8
Near Teen Talwar Clifton
Karachi

21. Contact us

Please contact us should you have any further questions or concerns

Mail

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