

Advice

for dealing with problems outside of clinic hours



If you do require the After-Hours Emergency line, please be aware this is a diverted service and as a result we CANNOT see your number. Please be sure to leave a message, stating your name, phone number and date of birth clearly and a nurse will return your call within 30 minutes.

My period has started

What has happened?	What should I do next?	When should I contact the clinic?
You are Day 1 of your period and would like to start your cycle. Weekday	Call your Nursing team in clinic and let them know your period has arrived. They will book an appointment for a blood test in the morning clinic in the location convenient to you. You will need to present at the morning clinic at a time allocated to you to have your blood taken. Later that day the nurses will contact you and let you know when to start your medication.	IVF Cycle – Please have Day 2 blood test in the morning, after you have notified the clinic. Frozen cycle – Please call the clinic on the next business day and the nurses will let you know when to come in for your first blood test – usually around day 8-10 of your cycle.
Weekend You are Day 2 - full flow bleeding (not spotting) and would like to start your cycle.	IVF cycle – As above. If its Sunday wait until Monday morning. Frozen cycle – Please contact the clinic on the next business day.	If your period arrives on the weekend – call the clinic and leave a message if required between 8am and 12pm. Frozen cycle – call the clinic the next business day for instructions.

Medication

What has happened?	What should I do next?	When should I contact the clinic?
Insufficient Stimulated Cycle Medication.	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 the clinic during business hours Monday to Friday 7am-5pm for your nurse to arrange more.	Call the clinic during business hours. Weekdays 7am – 5pm. Saturdays 8am – 12pm.
No Trigger injection available or injection faulty (Ovidrel, Syneral, Decapeptyl).	It is important to check that you have this medication as soon as you are able to after your nurse gives your trigger instructions -please check while or soon after the nurse has spoken to you.	As soon as possible – if you realise you do not have your trigger injection. Contact the clinic during business hours or the after-hours nurse on: 0420 424 586
I forgot to take my medication at the time that the nurse instructed me too.	Take your medication when you remember and then contact your nurse following day. NOT RELATED TO THE TRIGGER MEDICATION.	Take it as soon as you remember and then contact the nurses the following day to let them know.
You are unsure of or have missed your Trigger time.	Your specific Trigger time is very important, please check the text message containing your Trigger instructions sent to you by your nurse.	As soon as possible if you cannot locate or have missed your Trigger time. Contact the clinic during business hours or the after-hours nurse on 042042486. Do not take your trigger until you have received instructions.
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 at: ivf.com.au/resources/patient/patient-medication-videos . If you are concerned about pain during injection, please talk to your nurse. She can help you with strategies and aids that will help.	Please contact your nurses as soon as possible if you have not been able to take the prescribed medication.

Medication (continued)

What has happened?	What should I do next?	When should I contact the clinic?
I am feeling unwell after I have taken my medication.	Some medications can cause light nausea after taking them for a few days – mainly the tablets that contain Oestrogen. If that is the case let your nurse know and she will advise. It is a good idea to take the medication before you go to bed or space it out during the day if you can. If you have any severe reactions to medication including rash, itching or facial swelling please report to an emergency department immediately.	Please contact your nurses during hours or on the after-hours phone if you are concerned about a reaction to any medication, or proceed to the emergency department if you are experiencing a severe reaction.
I am concerned about other symptoms that I am experiencing?	If you experience consistent symptoms of severe bloating, shortness of breath, vomiting or diarrhea during or after your treatment, you may be suffering from Ovarian Hyperstimulation Syndrome. You must contact your nurse or the after-hours phone and seek advice. Other potentially serious issues would be severe pain on either side of the pelvis or lower back that is continuous and not resolved by pain relief or continuous heavy bleeding.	Please call the nursing team either during business hours or the after-hours phone as soon as possible.

The two week wait

What has happened?	What should I do next?	When should I contact the clinic?
I have begun to bleed before my pregnancy test is due.	Unless a pregnancy blood test is taken, we are unable to say if the cycle has been successful or not. It is important that with bleeding you continue to use any medications prescribed by your doctor and contact your nursing team- for further information regarding your treatment and any future blood tests.	You will still need to attend for a blood test as requested by your nurse. Please let the nurse know the following business day.
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 If you need to, talk to a nurse or ask for a referral to a counsellor.
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. Please contact during business hours if you require more medication.

Pain or bleeding after your OPU procedure

What has happened?	What should I do next?	When should I contact the clinic?
After Egg Collection – Mild to Moderate.	Paracetamol (Panadol or Panadeine acceptable) and use a heat pack. avoid Nurofen or Aspirin	If you have taken pain relief and it has not helped to relieve the pain. Please contact the nurses on the after hours phone or during clinic hours.
After Egg Collection – Severe.	If pain is not controlled with Panadol or Panadeine and this occurs after 5pm and/or you are filling a sanitary pad, please call the nurses and they will let you know if you need to present to your nearest Emergency Department and state that you are undergoing IVF treatment.	Please report any trips to the emergency department to your nursing team.
Pain prior to your OPU procedure while using FSH/Agonist/Antagonist medication.	If you are feeling very bloated and/or constipated- increase your fluid intake and reduce your activity levels. It is safe to take Paracetamol.	Call the clinic nurse between: Weekdays 7am and 5pm Saturdays 7am and 12pm.

Pain or bleeding at other times

What has happened?	What should I do next?	When should I contact the clinic?
After positive pregnancy test +/- moderate to heavy bleeding.	Light bleeding - please monitor and call the clinic the next business day. Heavy bleeding/pain - present to your nearest Emergency Department.	Call the clinic nurse between: Weekdays 7am and 5pm Saturdays 7am and 12pm. If heavy or severe and you are concerned after-hours, please call after-hours phone: 0420 424 586
Bleeding during IVF treatment cycle.	Light bleeding following a procedure is normal. All other times please call the clinic during business hours.	Light bleeding following a procedure is normal. All other times please call the clinic during business hours.
Bleeding on the pill.	'Spotting' on the pill is not uncommon.	If bleeding is heavy or ongoing, report to the nurse during business hours.

Results

What has happened?	What should I do next?	When should I contact the clinic?
You have not heard from a nurse following your day 2 blood test OR You are awaiting further instructions post monitoring blood test or ultrasound.	Some hormone level tests take longer to receive and may be pending with the lab by close of business. You will be contacted by the nurse before they leave for the 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.	Only if you have not heard from a nurse by 4.30pm. Its not necessary to call continuously, the nurse will definitely return your call in the first instance.
Awaiting further instructions post 6 or 7 week pregnancy scan report.	Different Fertility Specialists will have varying protocols for looking after you in early pregnancy.	Your nurse will let you know the next steps, keep taking any medication you have been prescribed.

Counselling

What has happened?	What should I do next?	When should I contact the clinic?
If you think you could benefit from counselling or need emergency psychological care.	For After Hours support <ul style="list-style-type: none"> ◆ Lifeline 13 1114 ◆ Mental health access line 1800 636 825 (NSW) 	Call the clinic between Weekdays 7am and 5pm Saturdays 8am and 12pm. If you are experiencing a mental health crisis after business hours please call the after-hours phone or present to your emergency department.