



## Patient Information Emergency and After-Hours Care

Family Fertility Centre seeks to ensure patients are aware of how to access emergency care. This includes both medical and psychological care. For any medical emergencies that occur during business hours, patients are advised to contact the clinic or their treating doctor directly to assess the care required.

**In cases of medical - *life threatening* situations, you are advised to call an ambulance or go directly to the nearest emergency room.**

For non life-threatening symptoms of concern to you, please contact your Fertility Specialist's rooms or Family Fertility Centre during business hours on (08) 8490 3980 to speak with the nursing team.

The nurses have close contact with the doctors and will discuss your concerns and support you throughout this time.

We may ask you to come into the clinic for assessment during office hours if you experience symptoms of:

- Vaginal bleeding
- Excessive abdominal bloating
- Abdominal pain and feeling unwell
- Unable to drink usual fluids, vomiting
- Passing less urine than usual although managing at least 1.5litres of fluid a day, or noticing the colour is dark amber so therefore concentrated
- Difficulty sleeping well and feeling unable to get comfortable
- Shortness of breath

If you experience any of the symptoms above after hours and you are concerned, feeling unwell or your pain is not managed with over-the-counter medication, we would suggest you present to your nearest hospital for assessment.

*You may attend Ashford Hospital Emergency Department if you have private health insurance. If you are not admitted, there is a cost applied for presenting to the department. Alternatively, please attend the Women's and Children's Hospital Women's Assessment Unit or you can go to the nearest public hospital Emergency Department. They will assess your condition and then contact your Specialist for further instructions if appropriate.*

Please notify the nurses on the next business day if you have attended an emergency department so we can ensure appropriate follow up is in place.

If you are not sure what to do next, please refer to the table below with some of the common concerns patients may have during treatment:

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CONCERN	OUT OF HOURS ADVICE
<b>Pain / Nausea</b>	
Sudden onset of severe and distressing pain requiring urgent medical attention (at any time of the cycle)	<ul style="list-style-type: none"><li><input type="checkbox"/> Attend your nearest emergency department or call 000 for an ambulance</li><li><input type="checkbox"/> Call the clinic on the next business day to advise of situation and discuss next steps</li></ul>
Mild to moderate discomfort (at any time of the cycle)	<ul style="list-style-type: none"><li><input type="checkbox"/> Use paracetamol as needed per manufacturer's instructions (<i>avoid ibuprofen or aspirin unless advised by your doctor</i>).</li><li><input type="checkbox"/> Rest and hydrate</li><li><input type="checkbox"/> Seek medical assistance – General Practitioner, Health Direct or Home GP service</li><li><input type="checkbox"/> Call the clinic on next business day for further advice</li></ul>
Vomiting (unable to keep fluids down)  and/or  Shortness of breath (needing to elevate head for sleep)	<ul style="list-style-type: none"><li><input type="checkbox"/> Try sucking on ice chips or sipping water or an electrolyte drink to keep your fluids up</li><li><input type="checkbox"/> Call the clinic on next business day to advise of situation and for further advice</li><li><input type="checkbox"/> Attend your nearest emergency department if symptoms persist</li></ul>
Constipation	<ul style="list-style-type: none"><li><input type="checkbox"/> Increase your water intake, and consume a high fibre diet, including using prune juice.</li><li><input type="checkbox"/> Try drinking juice or a gentle walk around the block</li><li><input type="checkbox"/> See your local pharmacist for stool softeners or laxatives eg. Coloxyl or Movicol. (<i>Avoid use of any products with Senna if pregnant</i>)</li><li><input type="checkbox"/> Advise clinic next business day</li></ul>
<b>Bleeding – (not related to expected period - refer to cycle questions below)</b>	
Light bleeding during treatment	<ul style="list-style-type: none"><li><input type="checkbox"/> Continue medications as prescribed</li><li><input type="checkbox"/> Rest and use paracetamol as required</li><li><input type="checkbox"/> Call the clinic on the next business day for further advice</li></ul>



Heavy, bright red bleeding after egg collection	<ul style="list-style-type: none"><li><input type="checkbox"/> A small amount of bleeding/spotting is normal</li><li><input type="checkbox"/> Rest and use paracetamol as required</li><li><input type="checkbox"/> Call clinic on next working day for further advice</li><li><input type="checkbox"/> If the bleeding persists and is heavy, please seek medical attention – General Practitioner, Health Direct or Home GP service</li><li><input type="checkbox"/> Attend emergency department or call 000</li></ul>
Bleeding before pregnancy test whilst using progesterone	<ul style="list-style-type: none"><li><input type="checkbox"/> Continue all medications until scheduled pregnancy test</li><li><input type="checkbox"/> Contact the clinic the next business day to discuss with a nurse</li></ul>
Light spotting after positive pregnancy test	<ul style="list-style-type: none"><li><input type="checkbox"/> Light bleeding or spotting early in pregnancy is not unusual</li><li><input type="checkbox"/> Rest as required</li><li><input type="checkbox"/> Continue medications as previously advised</li><li><input type="checkbox"/> Contact the clinic the next business day for further information/advice</li></ul>
Moderate to heavy bleeding after positive pregnancy test	<ul style="list-style-type: none"><li><input type="checkbox"/> If you are experiencing pain, you feel faint, dizzy or unwell, or you are concerned with the amount of bleeding, please attend the local tertiary hospital including the Women’s Assessment at the Women’s and Children’s Hospital, Flinders Medical Centre or Lyell McEwin Hospital</li><li><input type="checkbox"/> Call the clinic on next business day for further advice and to discuss next steps</li></ul>
<b>Cycle Questions</b>	
Day 1 of period	<ul style="list-style-type: none"><li><input type="checkbox"/> If your period day 1 falls on a Saturday please commence your medication on the evening of day 2 of your cycle as per the medication schedule that you received at your nurse appointment. Please call the Clinic on the next business day to discuss further instructions with the nurses</li><li><input type="checkbox"/> If your period day 1 falls on a Sunday call the Clinic on Monday to book on and receive further instructions</li><li><input type="checkbox"/> If you are unsure of your day 1 over the weekend, please call the Clinic on the next business day to discuss with the nurses</li><li><input type="checkbox"/> If day 1 arrives Monday - Friday please call the clinic during business hours for further instructions</li></ul>



Insufficient medication	<ul style="list-style-type: none"><li><input type="checkbox"/> Check your prescriptions for possible repeats available</li><li><input type="checkbox"/> Call your dispensing pharmacist to confirm the full prescription was dispensed</li><li><input type="checkbox"/> Continue what medication you do have and call the clinic on next business day to discuss with nurses</li></ul>
Missed dose of stimulation phase medication	<ul style="list-style-type: none"><li><input type="checkbox"/> Please administer as soon as possible after missed dose</li><li><input type="checkbox"/> Call clinic the next business day to advise</li><li><input type="checkbox"/> Continue medications as instructed at usual time</li></ul>
No trigger injection available at allocated time	<ul style="list-style-type: none"><li><input type="checkbox"/> Check your fridge and theatre details email to ensure you have all the correct medication</li><li><input type="checkbox"/> Check your information at home for any unfilled prescriptions</li><li><input type="checkbox"/> Speak to your IVF dispensing pharmacist to check if they can issue medication</li><li><input type="checkbox"/> If no trigger available, continue your regular treatment medications and call the clinic the next day for further instructions</li></ul>
Failure to take <b>trigger</b> injection at the advised time	<ul style="list-style-type: none"><li><input type="checkbox"/> If within 1.5 hours of your allocated trigger time, please administer the trigger as soon as possible</li><li><input type="checkbox"/> For Triggers over an hour and a half after allocated trigger time – please do not take the trigger and recommence your regular treatment medications and call the clinic next business day to inform the nurses and seek further advice</li></ul>
Questions regarding drug dose or administration	<ul style="list-style-type: none"><li><input type="checkbox"/> Refer to your medication schedule emailed to you at the start of the cycle</li><li><input type="checkbox"/> Refer to your information pack received at the nurse's appointment for specific medication information and pharmaceutical brochures</li><li><input type="checkbox"/> Call the Clinic on the next business day to speak with the nurses for any further information required</li></ul>
Questions regarding medication side effects	<ul style="list-style-type: none"><li><input type="checkbox"/> Refer to your information pack received at the nurse's appointment for specific medication information and pharmaceutical brochures</li><li><input type="checkbox"/> Call the Clinic on the next business day to speak with the nurses for any further information required</li></ul>



	<ul style="list-style-type: none"><li><input type="checkbox"/> Call Women's and Children's Pharmacy Medicines Information line – 08 8161 7555 9am-5pm weekdays</li><li><input type="checkbox"/> <b>For severe allergic reaction involving shortness of breath or anaphylaxis call '000' for an ambulance or attend your nearest emergency department</b></li></ul>
Results not received same day as a blood test	<ul style="list-style-type: none"><li><input type="checkbox"/> Please check for voice mail, SMS or your email for information or instructions left by the nurses (<i>please also check your spam/junk folder in your email</i>)</li><li><input type="checkbox"/> If taking medication please continue your current medication and contact the clinic the next business day for further instruction</li></ul>
<b>Psychological care</b>	
Family Fertility Centre	Monday to Friday (8am – 5pm) (08) 8490 3980 or 1300 639 326
Emma Warne – Clinical Psychologist and Senior Counsellor	<a href="http://www.halaxy.com">www.halaxy.com</a> > search practitioner > Emma Warne Appointments online or face-to-face
Beyond Blue Beyond Blue Webchat Support Service	24 / 7 1300 22 4636 <a href="http://www.beyondblue.org.au/support-service/chat">www.beyondblue.org.au/support-service/chat</a>
Lifeline	24 / 7 131 144
PANDA	Monday to Friday (9am – 7:30pm) 1300 726 306