

Guide to dealing with problems outside of clinic hours

PROBLEM	SHOULD I CONTACT THE AFTER-HOURS NURSE?	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.	NO		Stimulated cycle – Please have day 1 blood test between 7-9am and call the clinic. Frozen cycle – Please call 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 SMS to the after hours phone or via email Frozen cycle – NO	Stimulated cycle – Bleeding noted before midday please do Day 1 blood test as soon as possible. Once attended please SMS or email the after-hours phone with your full name, DOB and advise day 1 bloods attended. Bleeding noted after midday, please attend above the next day.	Frozen cycle – call the clinic the next business day for instructions.
MEDICATION			
Insufficient Stimulated Cycle Medication	NO	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 8am-5pm for nurse to arrange replacement.	YES
No Trigger injection available or injection faulty (Ovidrel, Pregnyl, Decapeptly)	YES	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 8pm .	YES – Unless spoken to nurse the night before

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Insufficient Progesterone Pessaries (Crinone gel, Oriprio pessaries, Utrogestan, Endometrin)	NO	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			
Before/After Egg Collection – Mild to Moderate	NO	Paracetamol (Panadol or Panadeine acceptable) and use a heat pack.	NO
Before/After Egg Collection - Severe	YES (Before 8 pm)	If not controlled with Panadol or Panadeine and this occurs after 8pm, please present to your nearest Emergency Department and state that you are undergoing IVF treatment.	YES
BLEEDING			
Bleeding prior to pregnancy test while using vaginal progesterone	NO	Continue vaginal progesterone (Crinone, Endometrin, Utrogestan, Oriprio) Please attend pregnancy blood test as planned.	YES
After positive pregnancy test – moderate to heavy bleeding	YES (Before 8 pm)	Light bleeding - please monitor and call the clinic the next business day. Heavy bleeding/pain - please call the afterhours phone or present to your nearest Emergency Department.	YES
Bleeding during IVF treatment cycle	NO	Light bleeding following a procedure is normal. All other times please call the clinic during business hours.	YES
Bleeding on the pill	NO	'Spotting' on the pill is not uncommon.	NO

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RESULTS			
<p>You have not heard from a nurse following day 1 blood test</p> <p>Or</p> <p>Awaiting further instructions post monitoring blood test or ultrasound</p>	NO	<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.</p> <p>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>	YES – Only if you have not heard from a nurse by 5pm.
<p>Awaiting further instructions post 6 or 7 week pregnancy scan report</p>	NO	<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>	YES
COUNSELLING			
<p>After hours counselling</p>	<p>YES</p> <p>After Hours - Nurses</p> <ul style="list-style-type: none"> • Monday - Friday 6pm - 8pm • Weekends 8am - 12pm, 6pm - 8pm 	<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). 	YES