

After Hours – Frequently Asked Questions

Bleeding	Should I contact the after-hours number?	Should I attend my nearest ED if after 10pm on a weekday or on the weekend?	Should I contact the clinic on the next business day?	Further information
Bleeding on the pill	No	No	Yes	'Spotting' on the pill is not uncommon
Spotting or light Bleeding during IVF cycle in the lead up to egg collection	No	No	Yes	Continue all current medication and discuss with nursing staff the next morning
Heavy, bright bleeding post egg collection	Yes	Yes	Yes – to advise of out of hour events and update on status	A small amount of bleeding is normal but if bleeding is heavy, it is important to obtain advice from the on-call nurse or attend ED.
Spotting or light bleeding prior to pregnancy test during treatment cycle	No	No	Yes	Continue all prescribed medications and attend final blood test as scheduled
Spotting during pregnancy – after positive pregnancy result	No	No	Yes	If you are spotting or have a pink/brown/red staining when wiping, place a sanitary pad or liner in and monitor. Spotting can occur during pregnancy with no effect on the outcome of the pregnancy.
<u>Moderate</u> bleeding during pregnancy – after positive pregnancy test	Yes	No	Yes	Bleeding in pregnancy is not normal however it does not determine pregnancy outcome. Please monitor your blood loss and contact the clinic to discuss a management plan.
<u>Heavy</u> bleeding during pregnancy – after positive pregnancy test	Yes	Yes	Yes	Bleeding in pregnancy is not normal however it does not determine pregnancy outcome.

Pain	Should I contact the after-hours number?	Should I attend my nearest ED if after 10pm on a weekday or on the weekend?	Should I contact the clinic on the next business day?	Further information
Mild to moderate pain before egg collection	No	No	No	Can take paracetamol 1g every 4 to 6 hours (max 4 doses per 24 hours) to help relieve symptoms
Severe pain before egg collection	Yes	Yes	Yes - to advise of out of hour events and update on status	
Mild to moderate pain after egg collection	No	No	No	Can take paracetamol 1g every 4 to 6 hours (max 4 doses per 24 hours) to relieve symptoms or other prescribed oral analgesia (do not take ibuprofen unless instructed by a medical professional).
Severe pain after egg collection	Yes	Yes	Yes - to advise of out of hour events and update on status	Can take paracetamol 1g every 4 to 6 hours (max 4 doses per 24 hours) to relieve symptoms or other prescribed oral analgesia (do not take ibuprofen unless instructed by a clinic doctor). If no relief attend nearest ED for assessment.
Ovarian Hyperstimulation Syndrome (OHSS) following an egg collection	Should I contact the after-hours number?	Should I attend my nearest ED if after 10pm on a weekday or on the weekend?	Should I contact the clinic on the next business day?	Further information
Vomiting – unable to keep fluids down	Yes	Yes	Yes - to advise of out of hour events and update on status	Sometimes the anaesthetist or clinic doctor will send you home with a prescription for anti nausea medication. Use this as prescribed. If no relief attend nearest ED for assessment.
Bloating – mild to moderate following egg collection	No	No	Yes	It can be common to experience some mild to moderate bloating following an egg

				collection. Please ensure you are drinking 2-3L of fluids and passing clear urine.
Bloating – severe	Yes	Yes	Yes - to advise of out of hour events and update on status	
Shortness of breath or trouble breathing	Yes	Yes	Yes - to advise of out of hour events and update on status	
Medications	Should I contact the after-hours number?	Should I attend my nearest ED if after 10pm on a weekday or on the weekend?	Should I contact the clinic on the next business day?	Further information
Query after reading patient information sheets and still unsure	Yes	No	Yes	
Insufficient needles/syringes for evening injection	Yes	No	Yes – if you need more needles	The after-hours nurse can arrange for replacement needles/syringes from Wembley Pharmacy. Alternatively you may be able to source syringes or needles from a local pharmacy.
Error in taking medications	Yes	No	Yes	Continue all medications as per your regime and inform the nursing staff on the next business day
Insufficient medications for the next dose	Yes	No	Yes	Check with pharmacy with whom you collected the original medication from as to whether there is a repeat script available for collection. If no script available, contact the after-hours nurse to discuss further. Administer the replacement medications as close to the allocated time as possible. Do not double dose.

Egg collection trigger - forgot to take or did not have adequate supply of trigger at set time.	Yes	No	Yes	If after 10pm - Do not take it when you remember or have sourced additional medication if more than 30 minutes past your trigger time but call the clinic the following morning for instructions.
Other cycle trigger forgot to take trigger for a FET, IUI or OI cycle.	Yes	No	Yes	If after 10pm - Please call the nurses the following day and we will give you further instructions.
Results	Should I contact the after-hours number?	Should I attend my nearest ED if after 10pm on a weekday or on the weekend?	Should I contact the clinic on the next business day?	Further information
Result not obtained on same day for blood test or ultrasound	No	No	Yes	Please check your “junk mail” or “spam” folder. If still no results and you are taking medications, continue the same dosages and contact the clinic on the next business day
Fertilisation results	No	No	Yes	
Missed call from the clinic on a Saturday or Sunday for embryology calls	No	No	Yes	Embryology staff will attempt to contact you a couple of times if you miss a call. If you miss all attempts at communication, please call the clinic on the next business day for an update.
Other	Should I contact the after-hours number?	Should I attend my nearest ED if after 10pm on a weekday or on the weekend?	Should I contact the clinic on the next business day?	Further information
Constipation following egg collection	No	No	Yes, if no relief	Please follow the instructions that were given to you when discharged from the day surgery. If these methods are not providing relief, please call the nursing team during office hours for further advice
Reporting in for day 1 of treatment	No	No	Yes	Please call the clinic Mon-Fri 7.30am-4.30pm to report day 1. If it is the weekend or a

				public holiday, please check your treatment regime for more information
Wanting to discuss current or future treatment plan	No	No	Yes	Please call the clinic Mon-Fri 7.30am-4.30pm to speak to one of the nursing staff.
Concerns regarding treatment	No	No	Yes	Nurses are available for these queries Mon-Fri 7.30am-4.30pm
Wanting to book an appointment	No	No	Yes	Reception staff are available for appointment bookings Mon-Fri 7.30am-4.30pm.
Needing extra emotional support / emergency psychological issues	Yes	Yes – for emergency psychological issues	Yes	<p>If you are experiencing emergency psychological issues, please present to your nearest emergency department.</p> <p>Lifeline: 13 11 14</p> <p><u>Mental Health Emergency</u> - 24 hours, 7 days Provides a rapid response to mental health emergencies across the metropolitan area. Telephone (Metro): 1300 555 788 Telephone (Country): 1800 676 822</p> <p>For all non-life threatening issues, please call either our nursing staff or reception staff Mon-Fri 7:30am-4:30pm. Our reception staff can make an appointment to speak to one of our counsellors if required.</p>