

# Welcome to Fertility Associates



Starting a family is one of the biggest decisions to make in life, yet having a child is not always easy.

At Fertility Associates our team are dedicated to giving you the best chance of having a baby.

Our *Welcome to Fertility Associates* booklet aims to provide information, options and support for anyone planning to use our services, or just wanting to know more about what is on offer at our clinics.

When it comes to fertility, we understand.



**FERTILITY**  
associates

| a better understanding  
TE RAUHANGA O TE WHARETANGATA

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## Welcome to Fertility Associates

Starting a family is one of the biggest decisions to make in life, yet having a child is not always easy.

Having made that decision to try and get pregnant, many couples assume that once contraception is discontinued, pregnancy will occur right away. Time may pass and when you do not become pregnant, questions and concerns naturally arise.

At least 20% of people – that's over one in five couples of reproductive age – will experience some degree of difficulty in trying to conceive. Infertility is a silent problem, usually with no symptoms and causing no obvious signs of disability. Infertility is defined as the failure to conceive after one year of regular, unprotected sex – yet in reality, infertility starts when a couple begins to fear something may be wrong.

*Welcome to Fertility Associates* aims to provide information, options and support for anyone planning to use our services or just wanting to find out more about what is on offer at our clinics. This booklet covers tips on health and lifestyle, what happens at your first consultation, how to make appointments, our range of services, tips to help you on your journey to a baby, your rights as a patient and provides a handy guide to the location of our clinics.

At Fertility Associates (FA) we are committed to ongoing education about fertility and associated issues, both within the community and the medical profession.

If you have a fertility question that remains unanswered, the sooner you talk to us, the better your chances of success.

When it comes to fertility, we understand.

## About Fertility Associates

Fertility Associates has been busy building families for over 20 years and is New Zealand's leading provider of fertility diagnosis, support and treatment.

Pioneering reproductive medicine in New Zealand, Fertility Associates was first established in Auckland in 1987. Co-founders Dr Richard Fisher and Dr Freddie Graham were both previously responsible for introducing in vitro fertilisation (IVF) technology to New Zealand in 1983 while they ran a fertility clinic at the original National Women's Hospital in Auckland.

At Fertility Associates you will find our close-knit team of doctors, nurses, counsellors, scientists and administrators are dedicated to providing optimum care and giving you the best possible chance of having a baby. Committed to excellence, we offer both private and publicly funded consultations and treatments and our staff provide full patient support throughout. Because we are the founders of fertility treatment in New Zealand, we understand fertility is more than just IVF, in fact fewer than 30% of our patients need IVF – other treatments are commonly used.

Fertility Associates has four main clinics located in Auckland, Hamilton, Wellington and Christchurch which feature modern, comfortable facilities and state of the art equipment and technology. Our doctors regularly hold clinics around the country in Whangarei, North Shore, East Auckland, West Auckland, Tauranga, Hawke's Bay, Gisborne, New Plymouth, Palmerston North, Lower Hutt, Nelson and Queenstown.

We offer a full range of services, from the simplest to the most advanced technology available worldwide. We provide a full range of counselling services including decision-making and support during diagnosis and treatment. We also offer lifestyle management support.

Thinking of doing IVF? Make sure you have a copy of our DVD *Journey to a Baby* – a guide for people who are planning to start IVF treatment.



## Our services

**Pre-conception advice, fertility diagnosis and treatment, fertility preservation and cancer, gynaecology, obstetrics and endocrinology**

### Pre-conception advice

Thinking about starting a family? Our doctors and nurses are available to offer you pre-conception advice which will help to improve your chances of having a baby. Advice ranges from looking at lifestyle factors through to helping you understand your monthly ovulation cycle and the best times to try for a baby. We also offer the Anti-Mullerian Hormone (AMH) test to help predict your ovarian reserve.

### Fertility diagnosis and treatment

We offer a range of fertility related advice, diagnosis, support, treatment and surgery for both men and women.

**Ovulation Induction; IUI** (Intrauterine Insemination); **IVF** (In Vitro Fertilisation); **ICSI** (Intracytoplasmic Sperm Injection); **PGD** (Pre-implantation Genetic Diagnosis); **IVM** (In Vitro Maturation); **Freezing and Storage** (Eggs, Sperm, Embryos, Ovarian Tissue, Testicular Tissue); **Surgery** (both male and female); **Donor services** (Donor eggs, Donor sperm, Donor embryos, Surrogacy); **Counselling and support**.

### Fertility preservation and cancer

There are a number of reasons why people may look to preserve their fertility. These reasons may either be health related or possibly for social reasons such as wanting to leave having children until later in life.

For cancer patients about to undergo chemotherapy, radiotherapy or surgery that may affect their long term fertility, there are a number of options to preserve your fertility. Fertility Associates is able to offer fertility preservation services at short notice. The options to preserve your fertility include:

- Egg freezing and storage
- Sperm freezing and storage
- Ovarian tissue freezing and storage
- Testicular tissue freezing and storage

## Gynaecology

Some of our doctors also offer a range of gynaecological services. A gynaecologist is a doctor who specialises in women's health, and more specifically problems relating to a woman's reproductive system and reproductive organs. For many women, a gynaecologist can help you with managing problems or disorders relating to women's health.

## Obstetric services

In both Auckland and Hamilton our doctors offer obstetric services. An obstetrician is a specialist doctor who cares for pregnant women. In most circumstances an obstetrician will look after women during pregnancy and delivery. They specialise in dealing with any problems that may occur during the pregnancy or delivery and in the immediate few weeks after delivery.

## Endocrinology (Auckland only)

Endocrinologists are doctors who care for people who have hormone problems. They are specialist physicians who investigate, diagnose and treat hormone disorders. In Auckland, we have a group of three female endocrinologists who work in clinical practice, medical research and education.

## International patients

We are able to assist patients from outside of New Zealand in accessing a wide range of fertility treatments with us. Often the initial diagnosis and feasibility tests are done in your own country by a local specialist with advice from a Fertility Associates doctor. Patients will then be required to travel to New Zealand for treatment. We frequently see patients from New Caledonia, Tahiti and the Pacific Islands.

### DID YOU KNOW?

You are welcome to bring an acupuncturist with you when you have treatment with us. In several of our clinics we have private acupuncturists working from our rooms. To find out more, just call your nearest clinic.

## Booking appointments

You're welcome to make an appointment to meet with one of our specialists at any of Fertility Associates' clinics throughout New Zealand. You do not need a referral from your GP, although many people are referred to us. To book an appointment with Fertility Associates, please call 0800 10 28 28 and you will be connected with your nearest clinic. Alternatively, take a look at the section *Our clinics and contact details* for a list of all our clinics and their contact information.

Translation services are also available. Please notify our reception team at the time of booking your appointment and they will inform you of your options. There will be a cost for this service.

You can also request an appointment online through our website [www.fertilityassociates.co.nz](http://www.fertilityassociates.co.nz)

## Privately funded appointments

Understanding the costs involved with fertility treatment can often be confusing. Here at Fertility Associates we like to make things simple, so on our website [www.fertilityassociates.co.nz](http://www.fertilityassociates.co.nz) we have laid out the basic cost of a consultation along with various tests and treatments. If you have any further questions with regard to cost, please contact one of our clinics for more information. For all privately funded appointments, payment is due at the time of the consultation.

## Publicly funded appointments

Many people are eligible to have their fertility consultation or treatment publicly funded. Whether you have a publicly funded consultation or pay for it yourself, your Fertility Associates doctor will check to see whether you are eligible for publicly funded treatment. There are a number of criteria you must meet to be eligible for a publicly funded appointment. The referring doctor must ask for a publicly funded consultation with us, otherwise your appointment will be treated as a private consultation and you will incur a cost. Your GP or specialist may also be required to do some workup tests before referring you on to us.

Even if you have a publicly funded appointment you can still elect for private treatment should you wish. With a publicly funded appointment you are not automatically eligible for further publicly funded treatment.

## Fertility and your lifestyle

A range of lifestyle factors may help enhance your fertility and chances of conceiving. For more lifestyle information and for tips on understanding and boosting your fertility, take a look at our website [www.fertilityassociates.co.nz](http://www.fertilityassociates.co.nz)

## Handy hints for making babies for men

Don't smoke or do drugs	<ul style="list-style-type: none"> <li>Smoking and some recreational drugs can reduce sperm quality.</li> </ul>
Reduce alcohol	<ul style="list-style-type: none"> <li>Decrease your alcohol intake to 20 units or less a week. Alcohol has also been shown to affect fertility.</li> </ul>
Have a normal BMI	<ul style="list-style-type: none"> <li>Keep active and stay slim. Obese men have sperm counts on average 22% lower when compared with their slimmer counterparts.</li> <li>Have a body mass index (BMI) lower than 28.</li> </ul>
Keep testes cool	<ul style="list-style-type: none"> <li>Wear boxer shorts, not briefs, this helps the testes to keep cool.</li> <li>Men in sedentary jobs can have poorer quality sperm because their testes are more prone to heating up. Keep your laptop off your lap!</li> <li>Don't have a hot bath, sauna or spa too frequently.</li> </ul>
Have a healthy diet	<ul style="list-style-type: none"> <li>Eat a diet with lots of healthy antioxidants. Foods rich in antioxidants can reduce the damage that free radicals can have on sperm.</li> <li>Antioxidants are found in fresh vegetables, fruit, nuts, seeds, green tea and dark chocolate.</li> <li>Health supplements, such as Menevit, containing antioxidants such as Vitamin C and E may help to improve sperm quality.</li> </ul>
Medication	<ul style="list-style-type: none"> <li>Discuss any medication you are taking with your Doctor.</li> </ul>



## Handy hints for making babies for women

Have a BMI of 20-25	<ul style="list-style-type: none"> <li>A healthy body mass index (BMI) is associated with better fertility.</li> <li>Pregnancy in overweight women is associated with problems such as diabetes and high blood pressure.</li> <li>Eat healthily and undertake moderate exercise regularly.</li> </ul>
Don't smoke or do drugs	<ul style="list-style-type: none"> <li>Smoking halves the chances of conceiving each month and can also double the chance of miscarriage.</li> </ul>
Take folic acid and multi vitamins	<ul style="list-style-type: none"> <li>Take Folic Acid supplements when trying to get pregnant and at least 12 weeks into the pregnancy.</li> <li>Folic Acid can help reduce the chances of spina bifida by up to 92%. Other minerals and supplements may also be useful.</li> <li>Use iodised salt, as iodine is necessary for fetal brain development.</li> <li>Avoid Vitamin A.</li> </ul>
Reduce alcohol and caffeine	<ul style="list-style-type: none"> <li>Caffeine may reduce your chances of conceiving.</li> <li>There is no safe limit of alcohol during pregnancy, so it's best avoided.</li> </ul>
Medication	<ul style="list-style-type: none"> <li>Discuss all your medications with your doctor.</li> </ul>
Rubella	<ul style="list-style-type: none"> <li>Make sure you have had a rubella immunisation. Rubella can damage unborn babies.</li> </ul>



## Have you got your copy of *Making Babies*?

If you're trying to get pregnant or thinking about having a family soon, the new edition of *Making Babies* is a NZ guide to becoming pregnant. It examines how to protect fertility, important lifestyle factors, what to do when pregnancy isn't happening, fertility treatment options and all the latest advances in reproductive technology. Available for \$25 plus postage, you can either purchase this online through our website [www.fertilityassociates.co.nz](http://www.fertilityassociates.co.nz) or by contacting your nearest clinic.



## Your first consultation

### What to expect and what to bring

At your first consultation with one of our doctors, they will go through your medical history and answer any questions you have in regards to your fertility and the different options for you – it's a great way to put your mind at ease and get answers to all those important questions. The information you give your doctor provides them with the opportunity to identify any factors contributing to your difficulty in conceiving.

During your first consultation, your doctor may need to perform a physical examination on you and your partner (if applicable) to help make a diagnosis. This may include a vaginal scan. Some people may find these procedures embarrassing. Please tell the doctor or nurse at the time if you feel uncomfortable or concerned, and you're welcome to ask for one of our nurses to be present during a scan or examination. A support person is always welcome to be with you at any stage during consultation, examination or treatment.

Your doctor will ask about any tests that you have already undertaken, perhaps by your GP or specialist, and may recommend that additional tests be done, like blood, sperm analysis or diagnostic procedures, such as a laparoscopy or ultrasound scan. The doctor will explain any tests or procedures that may be appropriate for your situation.

If you have any medical notes from previous tests, treatments or surgery, please bring these along with you on the day or provide these to the clinic prior to your appointment. This appointment is a time for you to ask your doctor any questions you have about any aspect of your fertility.

Often you will also meet with one of our nurses who will provide practical information about treatment options that you may have discussed with the doctor, or provide information about what to do next if the doctor has asked for further tests to be done.

Sometimes a follow-up appointment will be arranged to discuss the results of any tests or diagnostic procedures. Once all tests or diagnostic procedures have been completed, your doctor can provide you with more information about your treatment options.

However, not all infertility problems need “treatment” that is high-tech. You may be given advice about lifestyle changes to optimise your fertility. The treatment options most appropriate to your situation will be discussed with you. It is your right to choose what you feel is right for you.

### **Preparing for treatment**

If you are beginning treatment after the first or follow-up appointment, the nurse will help you prepare for treatment; such as meeting with the counsellor, providing information about any drugs you might need during treatment, or advising you about the process for selecting a donor (sperm, eggs or embryo) if required.

Sometimes there may be quite a lot of preparation before starting more complex treatments. We recommend that you allow sufficient time to prepare for treatment. This creates a good foundation for the treatment cycle and it is less likely that there will be surprises, or unexpected difficulties later that compromise the treatment cycle and cause disappointment and anxiety for you.

### **Beginning treatment**

A cycle usually starts with Day 1 – the first day you wake up with your period. You will be asked to phone the clinic when you get to Day 1 and speak with one of the nurses who will ask for certain details from you. The nurse will tell you when to phone back for the instructions on what to do next. For some of the shorter IVF treatments it is better to ring the nurses a week before you expect your period, to give you and your nurse time to arrange things.

If fertility drugs or home testing kits are needed in your treatment, the nurse will discuss this and arrange a time for you to pick these up and receive instructions for administering the drugs or using the test kit. If you live out of town, we can have the drugs and test kits couriered to you. There will be a charge for this.

### **During treatment**

During treatment your cycle is managed by the clinical team – comprising nurses, scientists and doctors – with decisions made each day about the next stage of the process. It is important that you contact us as arranged, and that you let us know how we can reach you during the day if we need to. Depending on the type of treatment cycle you are undertaking this may involve blood tests, scans, or home testing of your

urine. We will give you information about the locations available for blood tests and scans. In Wellington, scans at the weekends and on public holidays are only available at Fertility Associates.

At any stage you are welcome to phone the clinic staff for advice, reassurance and to ask questions. This is often a time of anxiety, uncertainty and anticipation. Your doctor’s nurse is usually the best person to call in the first instance. Further information about emotional support during the investigation and treatment of infertility is in the counselling and support section of this booklet.

### **After treatment**

When you complete the treatment cycle, such as insemination, embryo replacement or identification of your ovulation, the nurse will discuss with you any follow up you may require. Some people prefer that we leave it to you to contact us, others like ongoing contact. Let us know what you prefer.

Many people find that the waiting phase after treatment can be very emotionally demanding. We have extra information to help you during this time. Please ask the clinic staff for a copy of our ‘care after treatment’ pack.

### **Early pregnancy monitoring and support**

Hormonal support is usually provided after an IVF treatment and ovulation induction. This is to ensure that the uterus is optimally prepared to receive an implanting embryo. Your doctor or nurse will arrange the post-treatment hormonal support.

Early pregnancy can be monitored by blood tests. This helps us check that the hormone levels are rising as expected. An ultrasound scan is performed about 4 weeks after the procedure. Sometimes the pregnancy is not viable and your doctor will advise you on the appropriate course of action. When this occurs, pregnancy loss is a time of great distress. It is important for you to know that help is available should you need it. You are welcome to contact us at any time.

### **Emergency services at any time**

Each clinic has a doctor on call 24/7 for after-hours urgent care, i.e. for night and weekend care. If you become unwell, or are in pain, or if something unusual is happening, call the clinic number to reach the doctor on duty. The doctor may not be your own doctor, but will be able to advise you what to do.

## Public funding

Fertility Associates currently provide publicly funded consultations and treatments for people living in the North Island. For a publicly funded consultation or treatment you need to be referred by your GP or specialist and to have completed initial investigations. In Auckland and Northland you will be referred to Northern Regional Fertility Service. If you are in the public funding area serviced by our Hamilton clinic (Midland), you can contact the clinic directly. In Wellington and Christchurch your GP or specialist will need to refer you to Fertility Associates. Most people are eligible for an assessment consultation while treatment carries eligibility criteria.

Even if you are referred by your GP you must clarify you are eligible for a publicly funded consultation or a charge will be incurred.

The Government's eligibility criteria combines points related to the chance of pregnancy (prognosis without treatment, woman's age, FSH level and smoking) and points from social criteria (duration of infertility, previous children, voluntary sterilisation).

The District Health Boards have initially set the threshold at 65 points. Typical scenarios which gain a score of at least 65 include:

- A couple with a severe case of infertility, no children, who have been trying for a year
- A couple with unexplained infertility who have been trying for five years
- A couple with severe infertility, one child from a previous private treatment, who have been trying for at least three years
- A single woman whose investigations are normal, but who has not become pregnant after 12 cycles of privately funded donor insemination

Initially, couples are offered one 'package' of treatment. A package consists of one of the following:

- One IVF cycle, with sperm microinjection if needed (ICSI), and any number of thaw cycles to use embryos frozen from that IVF cycle.
- Up to 4 cycles of donor insemination (DI).
- Up to 4 cycles of insemination (IUI) with mild ovarian stimulation.
- Up to 4 cycles of ovulation induction (OI).

People who are not pregnant after their 'package' of treatment, who had their first public treatment after 1 January 2003, and who still gain 65 points or more, are eligible for a second package. Sperm storage before cancer treatment is also offered independently of any other sort of treatment.

## Counselling and support

### A better understanding

One free consultation is included with most treatment options. Take this opportunity to:

- Gain a better understanding of the range of emotional responses to infertility and its treatment
- Explore and enhance your existing coping responses, before, during and after treatment so you feel more in control
- Discuss and gain a better understanding of the implications of your treatment decisions and consider your options
- Learn about your partner's responses to treatment and strategies to strengthen your communication and relationship
- Find out how your friends and family can support you and strategies to deal with their questions
- Gain support to manage difficult situations such as friends' and relatives' pregnancies
- Learn how to deal with negative results and planning for what next
- Get support for pregnancy loss
- Explore the implications and issues around conception involving a donor
- Decide whether to stop treatment

### When should you use counselling?

- Anytime – before, during or after treatment, sooner is better than later
- When you want to explore any of the issues mentioned above
- If you are feeling sad, anxious or so preoccupied that it is hard to enjoy life
- When you are feeling stuck and need to discuss future options
- If you are considering involving a donor
- When you want to share your concerns with an independent person

## What can help me now?

- Get the information you need. Read, contact clinic staff, join the consumer organisation FertilityNZ, talk to others with similar experiences and book an appointment with our counselling team
- Take up a form of relaxation, try meditation, massage, Tai Chi, yoga, walking, creative activity, listening to music ...
- Keep a journal of how you feel
- Have enjoyable things to look forward to
- Find time for yourself and your partner
- Look after yourself; strengthen yourself with healthy eating, regular exercise, fresh air and sufficient sleep.
- Talk to someone you can trust
- Book a consultation with our counselling team

## If you are feeling very stressed or anxious try the following:

- Reassure and remind yourself that these feelings will pass
- Sit down or rest and try to slow down your breathing by breathing in and out slowly (breathe in for 3 seconds and out for 3 seconds) and say the word “relax” on each out breath. Repeat this until you feel more relaxed
- Try to distract your mind from anxious thoughts
  - focus on your senses
    - What can you see?
    - What can you smell?
    - What can you feel?
    - What can you hear?
    - What can you taste?
- Make an appointment to see a counsellor

Finally; some people are resistant to seeing a counsellor, but one of the most common comments on our patient feedback questionnaires after treatment is how valuable it was seeing a counsellor and “I wish we had seen the counsellor earlier”.

Why wait? Book an appointment now.

Fertility New Zealand is a support network for people experiencing infertility. It's a great way to connect with other people who are also going through the fertility journey. They are active advocates and spokespeople on key fertility issues in New Zealand

[www.fertilitynz.org.nz](http://www.fertilitynz.org.nz)



## Frequently asked questions

### When should I do something?

The right time to seek help is when you are concerned. Often simple tests to check ovulation and sperm quality will give you the assurance you need to happily try a little longer before more intensive investigation. Often these tests will quickly identify a problem, which can stop you wasting valuable time.

### Does my age matter?

Yes! A woman's chance of becoming pregnant decreases with age, especially in her late 30s. Generally, the older you are, the earlier you should seek help. There is a simple test to estimate your ovarian reserve and who might lose their fertility more quickly. See how age impacts on your fertility with our biological clock – [www.biologicalclock.co.nz](http://www.biologicalclock.co.nz)

### Who should I see?

Your GP may assist with initial tests and refer you for further fertility investigations and treatment. Alternatively, you can telephone us for a consultation with a fertility specialist at any stage.

### What happens when I see a fertility specialist?

Your fertility specialist will investigate all possible causes of infertility. This investigation will include a medical history of you and your partner, hormone tests for the woman (including ovarian reserve) and sperm tests for the man. We offer a full range of treatments including ovulation monitoring, insemination, IVF, PGD, egg, sperm and embryo donation and more. Your specialist will take you through all of these options and outline the best one for you. We also offer counselling and support services to help you throughout your time with us.

### How successful is treatment?

Recent advances in technology means that the chance of having a child through IVF is 40-50 percent per treatment for women aged 35 years or younger. Many people will have the option of lower technology treatments which also offer a good chance of pregnancy over a course of three to four months.

### Does the Government pay for treatment?

Provided you are referred by your GP or specialist, you **may** be eligible for a free consultation. Many couples are also eligible for publicly funded treatment.

## Fees and payments

If you are receiving publicly funded care there is no charge for a consultation that is part of the treatment cycle. The treatment you are offered is fully funded (apart from rare exceptions) as are the drugs used in the treatment cycles. If you are not sure about what is funded please ask the clinic staff.

For patients funding the consultation and treatment themselves, a list of our charges can be found on our website – [www.fertilityassociates.co.nz](http://www.fertilityassociates.co.nz). Our clinics accept payment by cash, cheque, EFTPOS, Visa, MasterCard or you can pay online at [www.fertilityassociates.co.nz/paymybill](http://www.fertilityassociates.co.nz/paymybill).

Payment for doctor's consultations are normally expected at the time of the consultation.

There are several payment options for IVF treatment, including split payment, advance payment and Fertility Cover™. Fertility Cover™ is a three-cycle IVF payment programme offering you a 70% refund if treatment should prove to be unsuccessful and you do not have a child.

Generally, treatment fees are invoiced at the time the treatment cycle starts and full payment is required prior to the day of the procedure.

As prices for consultations and treatments vary slightly between clinics, please ask the clinic staff for the fees guide specific to your treatment. Simpler treatments range between \$295 and \$2000 per cycle. More complex treatments, such as IVF, range from \$10,000 to \$13,000 per cycle. Costs vary depending on the volume of drugs needed in each cycle and the level of technology required.

There are price information leaflets available for each treatment programme.

When a cycle is discontinued, it is our usual policy to charge a small fee for the amount of work that has been undertaken (e.g. bloods, scans and cycle set-up) up to the point of discontinuing the cycle.

Delayed payments: Patients will incur all costs towards Debt Management.

## Quality standards and accreditation

We operate within a formal framework of quality control. This includes written protocols for treatment programmes, laboratory methods, infection control and staff training to name just a few.

Many policies are based on the guidelines issued by the Reproductive Technology Accreditation Committee (RTAC) of the Fertility Society of Australia (FSA) and include such things as regulations regarding the donation, use and storage of donated sperm.

Our clinics are certified to the New Zealand Fertility Standard NZS8181 by independent auditors. In addition, we voluntarily maintain ISO 9001:2008 certification as a tool for continuous improvement.

### Ethics

Fertility Associates only undertakes treatments that are “established procedures” under the HART Act, or that have been approved by the Ethics Committee on Assisted Reproductive Technology (ECART). Some treatments require an individual application for each person, such as surrogacy.



**Fertility Cover™** is an IVF payment programme which gives you three chances to have a baby – and the comfort of knowing in advance what the cost of your treatment will be. As extra reassurance, if the treatment should prove to be unsuccessful we will refund 70% of the cost of the programme, reducing the financial stress of private treatment.

That's our **Fertility Cover™** guarantee. Because, like you, we understand that having a baby is what it is all about.

[www.fertilitycover.co.nz](http://www.fertilitycover.co.nz)

## Your feedback

We aim to provide the best possible care; we want to know if you feel there are things we could do better and we would like to know when you are pleased with our service too! We provide a freepost feedback brochure for this purpose. This may be picked up from our clinic waiting areas, or you may be sent a form after your treatment. Alternatively, you can fill out the online survey in the Secure Section of our website. We appreciate all your feedback!

If the care you receive is not to the standard you expected, we encourage you to contact our Clinic Manager so that any concerns can be addressed promptly. We respond to all complaints, whether these are made in person, by telephone or in writing. If you are not satisfied with all our attempts to resolve the problem we can help you contact an advocate associated with the Health and Disability Commission.

## Your privacy and rights

Issues of privacy and confidentiality are especially important in infertility. Fertility Associates honour your right to both physical privacy and privacy about the information collected about you.

Our staff have a responsibility to respect the confidentiality and sensitivity of any personal information collected about your health – we abide by the Privacy Act 1993 and the Health Information Privacy Code 1994. Only authorised staff have access to your records.

If you or the clinic need a copy of your records that are held by another doctor, you will be asked to give your permission in writing. The clinic in turn will only pass on information to other doctors if you request this in writing.

When you attend the clinic for the first time you will be asked to complete a registration form, which includes to whom information may be sent. You can also indicate which information you want or do not want to be passed on. (For example you may want your GP to know whether you become pregnant, but you may not want him or her to know which treatment was used to achieve this.)

When you attend with a partner, we will treat you as a couple. You will have a joint medical file, which means you will both have access to health information about your treatment.

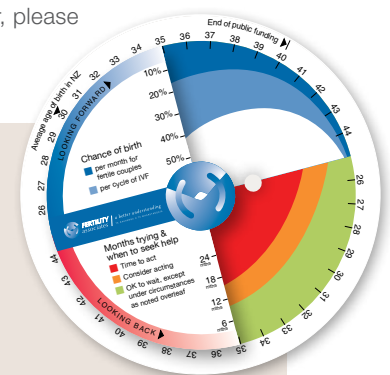
Some information from your health records may be used to compile statistics (such as the proportion of people with male infertility), but this information will always be anonymous. We are also required to report certain data to funders, such as the Ministry of Health and District Health Boards and the Australian and New Zealand Assisted Reproduction Database (ANZARD), about treatment. This information is always anonymous.

If you want to know what health information is held by Fertility Associates, or to check the accuracy of your records, you may access this by writing to the Clinic Manager or by calling our reception team.

## Communication with you and your general practitioner or specialist

After each consultation your Fertility Associates doctor will usually write a letter to your general practitioner, or specialist – generally the person who referred you to us – about the consultation and any recommendations for further investigations, treatment options, or an outline of the plan of management for your situation. If you have just had treatment we will tell your GP/specialist how the treatment went. Of course, if you do not want any information sent to your GP or specialist we will not send letters to them.

A copy of the letter is usually sent to you too. If you are unclear about what is said in the letter or if the management plan is not clear, please ask the Fertility Associates staff to explain.



Wondering how age affects your chances of a baby? Check your biological clock on our website at [www.biologicalclock.co.nz](http://www.biologicalclock.co.nz) or download our iPhone app from the iTunes store!

## Being informed, giving consent, changing your mind

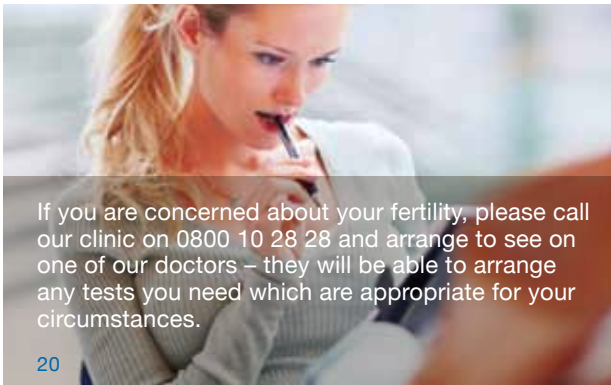
Fertility Associates is committed to ensuring you know what will happen before any examination or treatment is carried out and that you understand what is involved.

We have written information available about all treatments and there are other information booklets and fact sheets available if you would like to know more. Your doctor at the clinic is responsible for making sure you get the information you need and want – although a nurse or counsellor may be the person you spend the most time with.

You will be asked to give your consent before any examination or treatment – usually verbal consent is sufficient for an examination, but you will be asked to sign a consent form for most treatments and any operation. The consent form specifies what is going to be done, makes sure that you are properly informed, and records the decisions you have made about your treatment. It will be checked and witnessed by one of the FA staff members looking after you.

Completion of the consent form is an important part of the treatment and is always required before you start treatment. If you have any questions about signing the consent form please ask a member of the clinical team looking after you – your doctor, nurse, scientist or counsellor. You can always change your mind at any point during the treatment. We will provide you with a copy of each consent form you complete.

You will not jeopardise your eligibility for other types of treatment if you change your mind, or decide not to choose a particular type of treatment or investigation because you feel it is not right for you.



If you are concerned about your fertility, please call our clinic on 0800 10 28 28 and arrange to see one of our doctors – they will be able to arrange any tests you need which are appropriate for your circumstances.

## Your rights and responsibilities as a patient

In New Zealand there is a Code of Rights that every consumer of a Health and Disability Service is entitled to expect from their service provider. Fertility Associates abides by this code. We have summarised what you can expect from us, and in turn, what we expect from you.

### As a patient you are entitled:

- To receive competent, considerate and confidential care in a respectful, culturally acceptable manner.
- To know the names and designations of the people involved with your care.
- To be given information about your condition, what treatment can be offered and what is likely to happen.
- To receive enough information to make decisions about your treatment and care to enable informed consent.
- To have access to interpreters where appropriate.
- To give or withhold consent for any treatment, operation or anaesthetic after being given information about the advantages and risks.
- To ask for the opinion of a second doctor if you feel the need.
- To be interviewed in private.
- To receive services that are safe and meet acceptable standards of quality.
- To provide feedback or make a complaint, and have access to an independent advocacy service.
- To be asked for your consent before taking part in any teaching or research programme.

### Your responsibility to us:

- To tell our staff if you do not understand the information you have been given about your care or treatment.
- To tell the doctor of any changes in your health or wellbeing.
- To show consideration for other patients and to our staff.
- To respect the privacy and confidentiality of other patients you might see in our clinics
- To ask our staff for help when you have any questions or concerns.
- To co-operate to the best of your ability in the treatment or course of care you have chosen.
- To give us feedback about our service.

# Our clinics and contact details

## Auckland and regional clinics

### AUCKLAND



#### Level 3, 7 Ellerslie Racecourse Drive, Remuera, Auckland 1051

Private Bag 28910, Remuera, Auckland 1541

**Phone:** 09 520 9520

**Fax:** 09 520 9521

**Email:** [faa@fertilityassociates.co.nz](mailto:faa@fertilityassociates.co.nz)

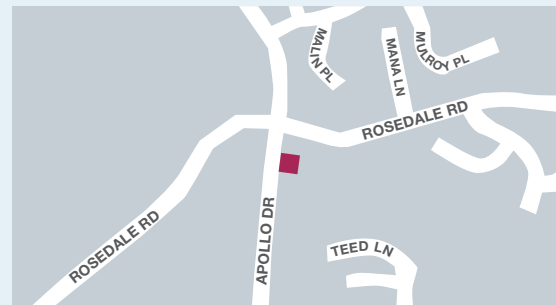
**Clinic hours:** Monday to Friday, 8:30am–5:00pm.

**Doctors:** Dr Mary Birdsall, Dr Richard Fisher, Dr Freddie Graham, Dr Simon Kelly, Dr Neil Buddicom, Dr Katherine Sowden, Dr Sunil Pillay, Dr Phill McChesney, Dr Stella Milsom, Dr Megan Ogilvie, Dr Susannah O'Sullivan, Dr Max Morris

**Healthlink address:** fertaakl

[www.fertilityassociates.co.nz](http://www.fertilityassociates.co.nz)

### NORTH SHORE



#### Suite 107, Level 1, Apollo Centre for Health and Wellness, 119 Apollo Drive (Cnr Rosedale Rd), Albany 0632

Postal address as above

**Phone:** 09 475 0310

**Fax:** 09 475 0310

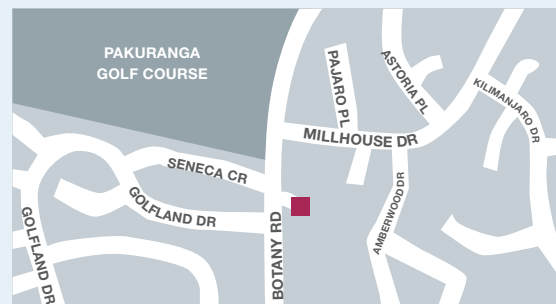
**Email:** [fas@fertilityassociates.co.nz](mailto:fas@fertilityassociates.co.nz)

**Clinic hours:** Monday to Friday, 9:00am–4:30pm

**Doctors:** Dr Sunil Pillay, Dr Mary Birdsall, Dr Freddie Graham, Dr Richard Fisher, Dr Susannah O'Sullivan, Dr Megan Ogilvie

**Healthlink address:** fertaakl

### EAST AUCKLAND



#### EastCare Specialist Centre, 260 Botany Road, Howick

Private Bag 28910, Remuera, Auckland 1541

**Phone:** 09 475 0310

**Fax:** 09 476 7980

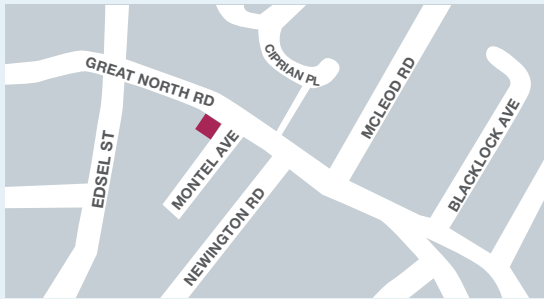
**Email:** [fas@fertilityassociates.co.nz](mailto:fas@fertilityassociates.co.nz)

**Clinic hours:** We hold clinics twice a month on a Wednesday, 9.00am–12.00pm

**Doctor:** Dr Simon Kelly

**Healthlink address:** fertaakl

## WEST AUCKLAND



### Henderson Medical Centre, Cnr Montel Avenue and Great North Road, Henderson, Waitakere.

Private Bag 28910, Remuera, Auckland 1541

**Phone:** 09 520 9520

**Fax:** 09 520 9521

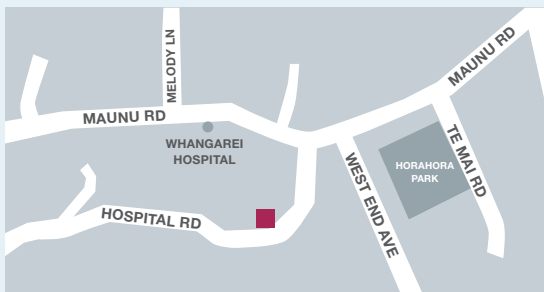
**Email:** faa@fertilityassociates.co.nz

**Clinic hours:** We hold clinics alternate Mondays, 8.00am–12.00pm

**Doctor:** Dr Sunil Pillay

**Healthlink address:** fertaakl

## WHANGAREI



### Whangarei Area Hospital, Hospital Road, Whangarei

Private Bag 28910, Remuera, Auckland 1541

**Phone:** 09 520 9520

**Fax:** 09 520 9521

**Email:** faa@fertilityassociates.co.nz

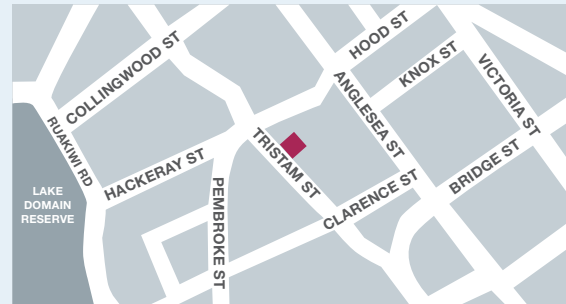
**Clinic hours:** Once a month, every second Friday of the month

**Doctor:** Dr Freddie Graham

**Healthlink address:** fertaakl

## Hamilton and regional clinics

### HAMILTON



### Level 2, 62 Tristram Street, Hamilton 3204

PO Box 598, Hamilton 3240

**Phone:** 07 839 2603

**Fax:** 07 839 2604

**Email:** fah@fertilityassociates.co.nz

**Clinic hours:** Monday to Friday, 8:30am–5:00pm

**Doctors:** Dr VP Singh, Dr Helen Wemyss, Dr Lakshmi Ravikanti, Dr Kirsty Gendall

**Healthlink address:** fertaham

### TAURANGA



### Central Med, 434 Devonport Road, Tauranga

PO Box 598, Hamilton 3240

**Phone:** 07 839 2603

**Fax:** 07 839 2604

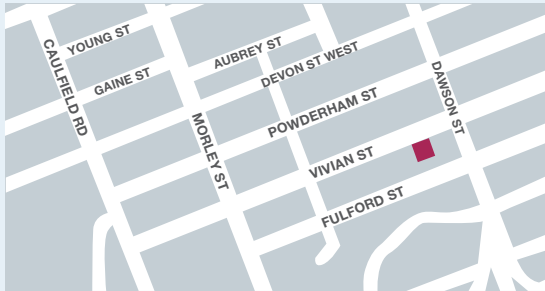
**Email:** fah@fertilityassociates.co.nz

**Clinic hours:** Once a fortnight, 8:30am–3:00pm

**Doctor:** Dr Lakshmi Ravikanti

**Healthlink address:** fertaham

## NEW PLYMOUTH



### Noradene, 85 Vivian Street, New Plymouth

PO Box 598, Hamilton 3240

**Phone:** 07 839 2603

**Fax:** 07 839 2604

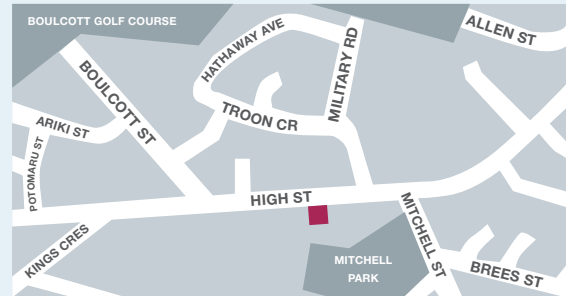
**Email:** fah@fertilityassociates.co.nz

**Clinic hours:** Every second month

**Doctor:** Dr VP Singh

**Healthlink address:** fertaham

## LOWER HUTT



### Boulcott Clinic, 666 High Street, Lower Hutt

PO Box 11048, Manners Street, Wellington 6142

**Phone:** 04 384 8401

**Fax:** 04 384 8402

**Email:** faw@fertilityassociates.co.nz

**Clinic hours:** We hold clinics on the third Monday of every month, 1.00pm–4.00pm

**Doctor:** Dr Andrew Murray

**Healthlink address:** fertawtn

## Wellington and regional clinics

### WELLINGTON



### Level 2, 205 Victoria Street, Wellington 6011

PO Box 11048, Manners Street, Wellington 6142

**Phone:** 04 384 8401

**Fax:** 04 384 8402

**Email:** faw@fertilityassociates.co.nz

**Clinic hours:** Monday to Friday, 8.00am–5.00pm

**Doctors:** Dr Andrew Murray, Professor John Hutton, Dr Mark Stegmann, Dr Nick Bedford, Dr Jill Shepherd, Dr John Tait

**Healthlink address:** fertawtn

### GISBORNE



### 1st Floor – Room 120, Morris Adair Building, Gisborne Hospital, 421 Ormond Rd, Gisborne

PO Box 11048, Manners Street, Wellington 6142

**Phone:** 0800 10 28 28

**Fax:** 04 384 8402

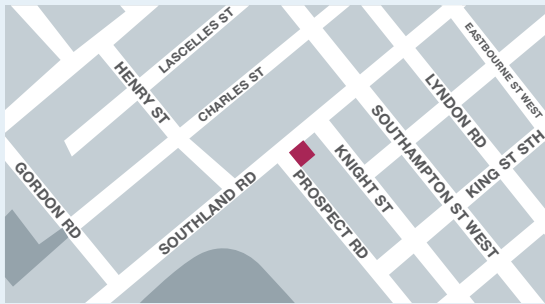
**Email:** faw@fertilityassociates.co.nz

**Clinic hours:** Once a quarter, 10.30am–3.30pm

**Doctor:** Professor John Hutton

**Healthlink address:** fertawtn

## HAWKE'S BAY



### The Royston Centre, 325 Prospect Rd, Hastings

PO Box 11048, Manners Street, Wellington 6142

**Phone:** 04 384 8401

**Fax:** 04 384 8402

**Email:** faw@fertilityassociates.co.nz

**Clinic hours:** We hold clinics two days per month, 8.30am–4.30pm

**Doctor:** Dr Andrew Murray

**Healthlink address:** fertawtn

## NELSON



The clinic is held at: (PRIVATE PATIENTS ONLY)

### 122 Kawai Street, Nelson

PO Box 11048, Manners Street, Wellington 6142

**Doctor:** Dr Andrew Murray

**Phone:** 04 384 8401

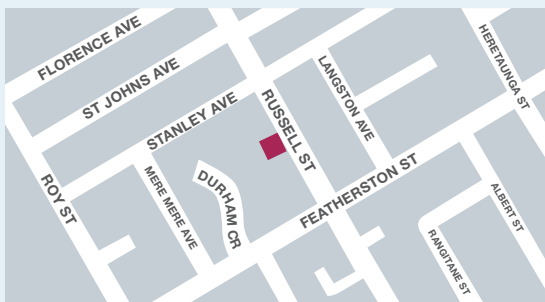
**Fax:** 04 384 8402

**Email:** faw@fertilityassociates.co.nz

**Clinic hours:** Every second month, 10.00am–3.30pm

**Healthlink address:** fertawtn

## PALMERSTON NORTH



### 92 Russell Street, Palmerston North 4410

PO Box 2056 Palmerston North 4440

**Phone:** 06 354 5537

**Fax:** 06 354 7781

**Email:** faw@fertilityassociates.co.nz

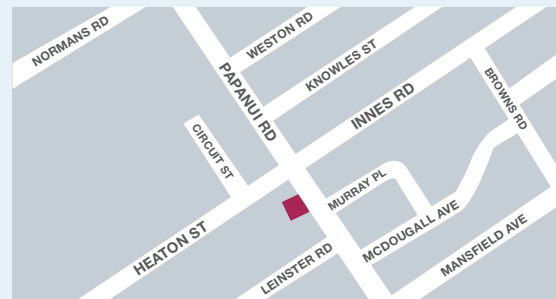
**Clinic hours:** We hold clinics once a week, 8.30am–5.00pm

**Doctors:** Dr Digby Ngan Kee, Dr Mark Stegmann

**Healthlink address:** fertawtn

## Christchurch and regional clinics

### CHRISTCHURCH



### Hiatt Chambers, Level 1, 249 Papanui Road, Christchurch

PO Box 36560, Merivale, Christchurch 8146

**Phone:** 03 375 4000

**Freecall:** 0800 10 28 28

**Fax:** 03 355 8851

**Email:** fac@fertilityassociates.co.nz

**Clinic hours:** Monday to Friday, 8.00am–5.00pm

**Doctors:** Dr Greg Phillipson, Dr Sarah Wakeman, Dr Michelle Bailey, Dr Catherine Conway

**Healthlink address:** fertachr





## Contact us

[www.fertilityassociates.co.nz](http://www.fertilityassociates.co.nz) • Phone 0800 10 28 28

- **Auckland** P 09 520 9520 E [faa@fertilityassociates.co.nz](mailto:faa@fertilityassociates.co.nz)
- **North Shore** P 09 475 0310 E [fas@fertilityassociates.co.nz](mailto:fas@fertilityassociates.co.nz)
- **Hamilton** P 07 839 2603 E [fah@fertilityassociates.co.nz](mailto:fah@fertilityassociates.co.nz)
- **Wellington** P 04 384 8401 E [faw@fertilityassociates.co.nz](mailto:faw@fertilityassociates.co.nz)
- **Christchurch** P 03 375 4000 E [fac@fertilityassociates.co.nz](mailto:fac@fertilityassociates.co.nz)

We also hold clinics in Whangarei, East Auckland, West Auckland, Tauranga, Gisborne, Hawke's Bay, New Plymouth, Palmerston North, Lower Hutt, Nelson and Queenstown. Please call us or check our website for further details.