

Covid-19 Information for Patients Starting Fertility Treatment during Alert Level 2

You'll notice some important changes in our clinic to maximise protection against Covid-19 for you, and for our staff. We want to ensure your safety, and that of everyone around you.

Our close team will work with you to ensure your treatment is well managed throughout this time. The precautionary measures we have introduced sit alongside the high standard of care that you expect from us. Essentially, we will continue to provide the same service, but it will look a little different to what we have provided previously. What hasn't changed is our personalised care.

What precautions has Genea Oxford put in place to protect my health?

Prior to attending our clinic, and on arrival, we will ask the COVID-19 screening questions:

Are you currently experiencing any signs or symptoms of COVID-19 including upper respiratory tract infections (persistent cough, fever, shortness of breath, loss of sense of smell)?

In the past 14 days have you been in close proximity to anyone having suspected or confirmed COVID-19?

If anyone answers yes to any of the above, they are requested to self-isolate for 14 days and may not attend our clinic.

As a healthcare provider, Genea Oxford Fertility already provides a high level of care and maintains a high degree of cleanliness, however, in line with guidance from the Ministry of Health and The World Health Organisation, we have implemented several enhanced precautions across our clinic. Some of the enhanced measures include:

- Limiting the number of people in the clinic at one time. We may need to ask you to wait in your car until we ring you and then advise you when to come upstairs. This will also mean that most of the time you will not be able to bring your partner or support person with you
- Requesting that anyone attending the clinic uses hand sanitiser upon arrival
- Social distancing in the waiting room and clinical areas

- Requiring staff to wear personal protective equipment when appropriate
- Doctors will continue to provide telephone or video consultations as well as face to face appointments
- Nurses providing Medication Education sessions by video (Skype or Zoom)
- Increasing the frequency and level of cleaning in all patient and visitor areas including bathrooms, waiting areas, and clinical areas
- Temporarily removing all public shared consumable items like magazines
- Unfortunately, you will not be able to bring a support person to most appointments. We are also instructing patients to not bring children into our clinic for your safety and ours
- Implementing contact tracing measures

Will the current COVID-19 situation affect my treatment?

If you are booking on for treatment during the pandemic there are a number of factors to take into account. One of the most important is you. Your actions will have a huge impact on your treatment and that of others.

- Do not come to the clinic if you are unwell with any cold or flu-like symptoms including a cough, high temperature, shortness of breath, sore throat, sneezing and runny nose or temporary loss of smell.
- Do not come to the clinic if you have been in close contact with a confirmed or probable COVID-19 case.
- On entry to the clinic please use the hand sanitiser provided. We may check your temperature if we feel this is appropriate.

We continue to monitor the information and advice of government, the Ministry of Health and our industry body - the Fertility Society of Australia (FSA). As always, we will keep in touch with you, and work with you if your circumstance or ours change at any time.

If I have started my treatment cycle with Genea Oxford, and begin to experience any symptoms of COVID-19, what will happen?

In this case, do not attend the clinic. You will need to contact your Nursing team and let us know of any changes to your physical health. It is likely your treatment will be cancelled.

You would not be able to continue with procedures and the cycle would be cancelled. You would lose the cost of the medications already used in the cycle but there would be no cancellation fee.

If I haven't started my treatment cycle, but am in the process of starting with Genea Oxford and I begin to experience symptoms of COVID-19, what will happen?

In this case, you will need to contact your Nursing team to advise us of the changes to your physical health. It is likely your journey will be postponed until you are medically cleared. However, we can offer you video or phone sessions to discuss treatment, consents etc so you are ready to start treatment as soon as you are well enough.

If I and the people around me are healthy, and answer "No" to the COVID-19 screening questions, am I safe to start treatment with Genea Oxford?

Yes, you are.

Will there be any changes to my journey through Genea Oxford during Level 2?

We are able to provide all treatment cycles, and fertility services.

You'll notice other changes in the clinic under Level 2 and we are mindful of the potential of reverting to Level 3 or 4:

- We request that you do not bring support people or children to the clinic
- We will support the ability to have your appointments carried out over phone or video to minimise the risk to you and our staff in face to face contacts
- If the NZ Government reverts to a higher Level alert again and you have not had your trigger injection your cycle would be cancelled, and you would lose the cost of the medications already used in the cycle but not incur a cancellation fee
- If we return to a higher Level alert and you have had your trigger injection we would continue to egg collection but freeze any embryos
- If you become unwell during a frozen embryo transfer (cryo) cycle, your cycle will be cancelled. If we return to a higher Level alert your cycle will be cancelled unless the embryo has already been thawed. In both instances you would lose the cost of the medication used in the cycle but would not incur a cancellation fee

Is it safe to continue with my fertility treatment?

Health information regarding COVID-19 is changing rapidly. Genea Oxford is monitoring the relevant health advisories to provide the most up to date information regarding your current or potential treatment. At this stage there is no strong evidence of any negative effects of COVID-19 on pregnancies but this continues to be monitored.

Our regulatory bodies, Fertility Society of Australia (FSA) and the Reproductive Technology Accreditation Committee (RTAC) have released an advisory to all Assisted Reproduction

Clinics. At this point there is no evidence to recommend contraception or cease attempts to conceive. Patients who are seeking treatment should:

- Observe the government rules regarding travel restrictions and quarantine
- Avoid contact with individuals who may have become infected

The Royal Australian and New Zealand College of Obstetricians and Gynaecologists (RANZCOG) has also issued a COVID-19 statement. Their current advice does not preclude becoming pregnant but does advise the elements of self-care to reduce the likelihood of infection <https://ranzcog.edu.au/statements-guidelines/covid-19-statement>.

We understand that this situation may impact you emotionally or financially and encourage you to discuss any concerns with your fertility team or counsellor.

Genea Oxford's plans and actions in response to COVID-19 are comprehensive. Some of the work being undertaken daily includes:

- Accessing the most up to date information in this rapidly evolving situation
- Ensuring we are getting the correct information from the Ministry of Health and the NZ Government, and the FSA
- Digesting information and sharing the relevant pieces with our patients as efficiently and quickly as possible
- Ensuring all our staff are kept informed and equipped with the information needed to be ready for any situation or change that may arise

Thank you for your patience and understanding while we adapt and respond to this constantly evolving situation.