

# BRAVERMAN

IVF & Reproductive Immunology, P.C.

Answers for Infertility & Recurrent Pregnancy Loss

## Critical and Important Information You Must Read:

Every patient is important to us and we want to be sure that the coordination of your cycle goes as smooth as possible. Once you begin your cycle, our medical team will be your resource throughout your time with us. We will spend all the time necessary answering your questions, helping you to schedule testing, and thoroughly reviewing your treatment protocol, prescriptions and your medication calendar. We take pride in the level of care we give all our patients and we have taken the time to give you a basic outline of what you will need to know and what you can expect from us.

### CALENDARS FOR TREATMENT

Our team puts a lot of time and effort into developing your medical instructions and treatment calendar. We will spend all the time you feel is necessary in reviewing your calendar and to be sure you understand what you will need to do for your cycle. Please do not call for your calendar until you know the Exact day your period will start, not your estimation. We will not make up your calendar based on an estimation.

As a courtesy to you, we are more than happy to take into account vacation plans or unforeseen events in designing your calendar. Please give us advanced notice of any blackout dates you may have due to personal preferences.

### MONITORING FOR OUT OF STATE PATIENTS

For our patients that monitor Out-of-the Area, you will receive a treatment calendar outlining tentative dates for sonograms and blood work. Once you have scheduled your appointment(s) with your local center, contact our office so we may provide to you the prescriptions necessary for your local center to perform these tests and that we may obtain those results. Therefore, it is very important that you provide us with the name and phone number of your local center and or the specific laboratory you are using for your local monitoring. This way we are able to retrieve those results if they are not sent to us directly.

Please be sure to obtain these scripts from us in a timely manner. We need 48 hours notice and your request must be made during our staff's normal business hours. After hours and same day requests will not be provided.

FINANCIAL CLEARANCE is required for all patients before any treatment can start. Be sure to speak to our Billing Department.

### MEDICATION

Medications play an important role in your cycle care. A complete list of your medications will be given to you. You must be sure that you have all your medications and the entire order has been completely filled by your pharmacy. Some medications for example your HCG trigger shot, needs to be **in your possession beforehand**. If you wait until the last minute, we may not have enough time to place the prescription order because you may needed it at a "moment's notice".

As a courtesy, we attempt to ascertain whether you require mail order for your medications, but it is ultimately your responsibility to provide us with the pharmacy that participates with your prescription coverage. Failure to do so may delay your care or even affect starting your cycle.

You will need to specify the name, phone number and address of the Pharmacy that participate with your coverage and provide that to us.

For your prescription refills you must call our office during our normal office hours 9 AM and 5PM. Always be sure you have enough medications on hand throughout your cycle. It is your responsibility to monitor the amount of medication you have on hand and when you run low, allow sufficient time for the order to be placed and your pharmacy to get that script filled. Medication requests made after 5PM will not be worked on until the following business day. Email is never the forum to request medication refills nor is it a medium for urgent matters.

### MEDICAL INSTRUCTIONS

Our medical staff will review in detail all you medical instructions and calendars with you. We are happy to take all the time necessary to be sure you have a full understanding of what you need to do for your cycle. At times, your medical instructions may need to be changed or updated. If that is the case, and you have not received your instructions by 6PM, you must call the office. Do not Email the medical staff!

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## LAB RESULTS

If you are expecting results and have not heard from our office by 3PM, you must call our office so we may look for those results. It may be necessary for us to call the local center or laboratory directly to have those results sent to us. Please do not wait until after normal business hours. Many laboratory and doctor office are either closed or have very limited staff available.

## MEDICAL EXAMS AND TEST RESULTS

It is important that you are current with your checkups and have all testing current with your local OB/GYN. As part of obtaining medical clearance, we will request that you are current with testing such as having a recent PAP, Cervical cultures, breast exam and a mammography.

## EMAIL

As stated in our email policy, email is a wonderful tool for routine matters and to communicate with staff without having to wait on the phone to get a message to someone. Please remember that while we strive to respond to all email within 72 hours email is a convenience and courtesy that is only monitored during staff business hours. If you do not receive a reply within 72 hours, it is possible that it was flagged as spam and did not make it to our mail box.

Email does not take the place of Consultations. During your consultation, Dr Braverman will take all the time that you feel is necessary to have all of your questions answered. Please take advantage of this. It is not unusual however to have one or two follow up questions that you may want to email Dr Braverman soon after the consultation and that is his pleasure to do. However, sometimes there are many questions and email is not suitable for this as it may take a reevaluation of your case to answer these types of emails correctly and accurately. In these cases, we ask that you simply arrange for a consultation with Dr Braverman so your questions can be answered correctly, otherwise, answering long emails with a large number of questions are difficult to address with an email reply and place unnecessary time constraints on the current day of patient care. We thank you for complying with this policy. If we receive a long list of questions by email, you will be requested to simply schedule a consultation appointment.

## Please

Do **Not** use Email for any Urgent Matters or Emergencies – call 911

Do **Not** use Email to Request Prescription Refills

Do **Not** use Email to Request Updated Cycle or Medication Instructions

Do **Not** use Email as a substitute for a Consultation with the Doctor

We want to make sure your journey to parenthood is as stress-free as possible. We are here to help you achieve a successful pregnancy in a caring and supportive environment, and you will find that our expertise, resources and experience are second to none.

I have read and understand Braverman IVF & Reproductive Immunology's critical and important information for cycle patients and agree to its terms.

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Patient Name (Printed)

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Patient Signature & Date

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Witnessed by Staff Member Only