



GENERAL INFORMATION SECTION

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RMIA QUALITY POLICY

MIRACLES happen at RMIA...

We are devoted to helping patients achieve the MIRACLE OF LIFE while providing compassionate patient care and minimizing the risk of complications.

We have developed an effective system, which provides control of all processes while striving to achieve continuous improvement to meet and surpass our patients' needs and expectations.



CONTACT INFORMATION

Reproductive Medicine & Infertility Associates

Southdale Medical Arts Building
3625 W 65th Street, Suite #200
Edina, MN 55435

Woodbury Medical Arts Building
2101 Woodwinds Drive, Suite #100
Woodbury, MN 55125

Phone: 651-222-6050 or 1-800-440-7359

Fax: 651-222-5975

Website: www.rmia.com

Clinic Hours: Monday-Friday, 6:30 am – 4:30 pm
Weekends, by appointment in Woodbury only

GENERAL INFORMATION

This Patient Handbook is offered as a valuable resource, which you, the couple, may refer to throughout the course of your treatment. By virtue of its sensitive nature, fertility care engenders a wide range of emotions and it is because of this that we at RMIA strongly encourage you to review the enclosed information together, as a couple. It is our hope that the information contained in this Patient Handbook will contribute to a greater understanding of the reproductive process and serve to alleviate any anxiety or concern you may be experiencing prior to the start of any infertility treatment here at RMIA.

TELEPHONE CALLS FOR SCHEDULING DURING CLINIC HOURS

During the regular workweek, routine appointments may be scheduled between of 7:30 a.m. and 4:30 p.m. Please call 651-222-6050 to schedule an appointment.

ANDROLOGY APPTS.

Andrology appointments are scheduled from 7:00 a.m. to 1:00 p.m.

BLOOD DRAW APPTS.

Chemistry lab appointments are scheduled between 7:00 a.m. and 3:00 p.m.

MORNING CLINIC U/S APPTS.

Morning ultrasound appointments are scheduled between 6:30 a.m. and 9:30 a.m.

INSEMINATION APPTS.

Insemination appointments start at 10:00 a.m. and are scheduled in chronological order.

TELEPHONE CALLS FOR NURSING STAFF DURING CLINIC HOURS

Staff is available from 7:30 a.m. to 4:00 p.m. to return phone calls relating to specific medical questions and processing of requests for medication refills. Please call our main clinic number at 651-222-6050 and an operator will be happy to take a message. Please note that while our goal is to try to return all patient calls the same day, calls taken after 4:00 p.m. will not be returned until the next business day.

TELEPHONE CALLS AFTER CLINIC HOURS, WEEKENDS & HOLIDAYS

For life threatening emergencies, dial 9-1-1.

If you are pregnant and having significant vaginal bleeding or pelvic pain, you should contact your OB/Gyn office. Please leave us a message, as well, so we may follow-up with your physician.

If you are in need of medication, please contact your pharmacy. If no refills are available, leave us your name, phone number and pharmacy number as well as the name and amount of medication needed. Please note that it may take 24 hours for your prescription to be ready for pickup at your pharmacy.

To schedule an appointment for lab tests, ultrasounds or non-emergent situations, leave your name and telephone number and you will be contacted the next day.

For medical emergencies, please contact our paging service at 952-930-5258. **After hour emergency calls will be taken until 9:00 p.m. After 9:00 p.m. if you have a medical emergency that requires immediate attention, you should go to the emergency room.**

CLINIC AND LABORATORY APPOINTMENTS

Every attempt is made to keep the clinic operating on schedule, therefore please plan to arrive 15-minutes prior to your scheduled appointment. If you arrive late, you may be asked to re-schedule your appointment for another time. Your cooperation with this request is appreciated.

GENERAL INFORMATION

***** IMPORTANT *** MUST READ *** IMPORTANT *****

Critical Information Regarding Your Medications!

Whenever you receive a quantity of medication and injection supplies (whether an initial prescription or refill), it is extremely important that you double check for accuracy. You will want to ensure that you have not only received the correct medication(s), but also the appropriate quantity of vials/cartridges/tablets/syringes, etc., that the prescription or refill indicates.

Checking for accuracy is especially critical around weekends and holidays. It is often difficult to locate pharmacies (especially in smaller communities) that routinely stock infertility medications. Therefore, it is your responsibility on Fridays to ensure that you have enough medication and supplies to carry you through the following Tuesday. If a holiday falls during your treatment cycle, you will want to ensure that you have enough medication and supplies to carry you through the next business day following the holiday. Lastly, you will also need to take into account any dosage increases, if applicable.

After hours calls are for **medical emergencies** only. Please remember that we are always available during regular business hours (7:30-4:00 M-F) to assist you with acquiring your medications and supplies, refill ongoing prescriptions, and/or answer any questions you may have.

After 9:00pm, if you have an emergency situation call 911 or go to your local emergency room.

Thank you for your cooperation and understanding.

Examples of Medical Emergencies

- ⇒ Pelvic pain or vaginal bleeding after retrieval or insemination.
- ⇒ Fever after retrieval or insemination.
- ⇒ Signs or symptoms of Ovarian Hyperstimulation Syndrome (OHSS).
- ⇒ Dizziness or feeling faint after retrieval.
- ⇒ If pregnant and experiencing bleeding or cramping

COMMUNICATION WITH RMIA VIA EMAIL

EMERGENCY PROBLEMS

E-mail should never be used for **emergency situations**. In the event of an emergency, call 911

URGENT PROBLEMS

E-mail should never be used for **urgent situations**. In these cases, the patient should call our main number 651-222-6050 during business hours (M-F 7:30-4:30). After hours you can contact our on call answering service or go to an urgent care.

1. **RISKS OF USING E-MAIL TO COMMUNICATE WITH YOUR CLINIC**

Reproductive Medicine & Infertility Associates referred throughout this consent as "Clinic."

The Clinic offers patients the opportunity to communicate by e-mail. Transmitting patient information by e-mail, however, has a number of risks that patient should consider before using e-mail to communicate with the Clinic. These include, but not limited to, the following risks:

- E-mail can be circulated, forwarded, and stored in numerous paper and electronic files
- E-mail sender can type in the wrong email address
- Backup copies of e-mail may exist even after the sender or the recipient has deleted his or her copy.
- Employers have a right to archive and inspect e-mails transmitted through their system.
- E-mails can be used to introduce viruses into computer systems
- E-mail can be intercepted, altered, forwarded, or used without authorization or detection.
- E-mails can be used as evidence in court.

2. **CONDITIONS FOR THE USE OF E-MAIL**

Provider will use reasonable means to protect the security and confidentiality of e-mail information sent and received. However, because of the risks outlined above, the Clinic cannot guarantee the security and confidentiality of e-mail communication and will not be liable for improper disclosure and confidential information that is not caused by the Clinics intentional misconduct. Thus, patient must consents to the use of e-mail for patient information. Consent to the use of e-mail includes agreement with the following conditions:

- a) All e-mails concerning diagnosis or treatment will become part of the patients medical records.
- b) Patient shall not use e-mails for medical emergencies, urgent problems or other sensitive matters.
- c) If the patient has not received a response back from the Clinic within a reasonable time period, it is the patient's responsibility to follow up to determine whether the intended recipient received the e-mail and when the recipient will respond.
- d) **The patient should not use e-mail for communication regarding sensitive medical information, such as information regarding, but not limited to laboratory testing, mental health, or health history.**
- e) The patient is responsible for protecting his/her password or other means of access to e-mail. The Clinic is not liable for breaches of confidentiality caused by the patient or any third party.
- f) Clinic shall not engage in e-mail communication that is unlawful.
- g) It is the patient's responsibility to follow up and/or schedule an appointment if warranted.

3. **PATIENT RESPONSIBILITIES AND INSTRUCTIONS**

To communicate by e-mail, the patient shall:

- a) Limit or avoid use of his/her employer's computer
- b) Inform Clinic of changes in his/her e-mail
- c) Put the patient's name in the body of the e-mail.
- d) Include the category of the communication in the e-mail's subject line
- e) Review the e-mail to make sure it is clear and that all relevant information is provided before sending the e-mail.
- f) Take precautions to preserve the confidentiality of the e-mail, such as using screen savers and safeguarding his/her computer password.

COMMUNICATION WITH RMIA VIA EMAIL cont'd

4. ALTERNATE FORMS OF COMMUNICATION

I understand that I may also communicate with the Clinic via telephone or during a scheduled appointment and that e-mail is not a substitute for the care that may be provided during an office visit. Appointment should be made to discuss any new issues as well as sensitive medical information. I also understand that the Clinic also utilizes NotifyMD as I go through active treatment and that is also a way to communicate results and changes in my treatment plan.

5. TYPES OF E-MAIL TRANSMISSIONS THAT PATIENT AGREES TO SEND AND/OR RECEIVE

The types of information that can be communicated by e-mail with the Clinic include prescription refills, patient referrals and appointment scheduling reminders and requests, billing and insurance questions, consultation summaries, signed consent forms, **IVF treatment plan (calendar) and instructions**, and patient education. If you are not sure if the issue you wish to discuss should be included in an e-mail, you should call the Clinic to schedule an appointment. If you elect not to provide us with your email, but contact us through e-mail, we will correspond to any email sent to us.

In most occasions, you will receive an encrypted email via ZixMail. You must provide a username and password to log into ZixMail to retrieve your message(s). The Clinic will be notified of any message not picked up. The Clinic will make one attempt to resend via ZixMail or will mail document(s) to you. **If you do not receive our email(s), please check your spam or junk mail folder. If you find it there, please identify it as “non-junk” or “non-spam” email. You may also want to add noreply@rmia.com to your contact or ‘Safe Sender’ list so that these emails do not go to your junk mail folder.**

6. SECURITY MEASURES USED BY CLINIC

As stated above, communication via e-mail does come with privacy risks as stated above. While the Clinic can not guarantee total confidentiality, the Clinic will use reasonable safeguards to protect your health information as required by law.

7. HOLD HARMLESS

I agree to hold harmless the Providers, Reproductive Medicine & Infertility Associates, its employees, and website designers against all losses, expenses, damages, costs, including attorney’s fees, relating to information loss due to technical failure. The Clinic does not warrant that the functions contained in any material provided will be uninterrupted or error-free, that defects will be corrected, or that the Clinic website or server that makes such site available is free of viruses or other harmful components.

PATIENT ACKNOWLEDGEMENT AND AGREEMENT

I have discussed with the Clinic representative and we acknowledge that I have read and fully understand the consent form. We understand the risks associated with the communication of e-mail between the Clinic and us, and consent to the conditions herein.

SATELLITE VS. MONITORING CLINICS

Reproductive Medicine & Infertility Associates does work with certain clinics within Minnesota, as well as outside the state of Minnesota. The purpose with working with different geographical clinics is to provide the patient with the opportunity to have some of their services done locally, prior to and after the IVF procedure is performed. This helps minimize the amount of visits needed to our clinic in Woodbury or Edina.

We define the clinics that we work with into three categories, depending on their involvement with RMIA. The categories are as follows:

Satellite Clinic – A clinic which monitors the patient and contacts the patient with instructions. Results are faxed to RMIA in a timely fashion and an RMIA physician reviews the results and forwards the plan to the local clinic to communicate onto our mutual patient.

Monitoring Clinic – A clinic which monitors the patient and RMIA contacts the patient with further instructions. Results are faxed to RMIA and reviewed by the RMIA physician. RMIA medical staff communicates the plan via Medvoice to the patient.

Referring Clinic – A clinic that refers their infertility patients to RMIA for consultation and evaluation.

RMIA has an approved list of satellite and monitoring clinics. RMIA and these clinics have spent time developing guidelines and relationships to make sure that we are providing the very best care possible for our patients.

PATIENT RIGHTS & RESPONSIBILITIES

The patient has the right...

- To anticipate and receive efficient, quality health care conducted in a respectful and compassionate manner
- To receive all medically necessary services (Please be aware that each insurance plan utilizes its own definition of “medically necessary”)
- To be fully informed and active in all aspects of their treatment plan
- To expect the complete confidentiality of their medical records
- To receive a prompt and fair review of any complaints or concerns they may have regarding clinic services

The patient has the responsibility...

- To fully understand their health insurance benefits, with regard to covered and non-covered services
- To treat RMIA staff with courtesy, respect, and patience throughout the duration of their treatment plan
- To arrive for scheduled appointments on time, or provide the required advanced notification for cancellation (See RMIA “Cancellation Policy”)
- To prepare for those appointments requiring the signing of consent forms by thoroughly reading in advance those forms to be signed
- To allow RMIA to propose or provide the appropriate treatment, even if it differs from the treatment, which they may have received at another clinic
- To comply with RMIA’s Infectious Disease Screening policies.
- To provide a complete and current health history for the purposes of accurate diagnosis and clinical treatment
- To notify RMIA in advance of any reasons why they cannot or will not follow the recommended treatment plan
- To make arrangements for childcare prior to any clinic visit (See RMIA’s “No Children in the Clinic” policy).

- To present proof of insurance coverage at each appointment and alert the office staff to any subsequent changes in their status (i.e. marital status, address change, work phone number, insurance plan, etc.)
- To pay co-payments, deductibles, co-insurance, or charges for non-covered services upon notice

The staff of RMIA has the responsibility...

- To provide quality patient health care in a safe and compassionate environment, catering to your physical and emotional well-being
- To include you in the formation and subsequent development of your personalized treatment plan
- To answer questions regarding any potential risks or benefits of treatment
- To return your telephone calls in a timely and amicable manner

RMIA CLINIC POLICIES

Children in Clinic: We do not permit children into RMIA during regular hours. We struggled with implementing this regulation, and much deliberation and “soul searching” was required on our part. Factors which influenced our final decision included:

- A lack of trained RMIA personnel to safely care for your children while you are undergoing procedures or consultations.
- Caring for your child can distract you from understanding the information and instructions given to you at your visit.
- It can be emotionally difficult for childless patients to sit in a waiting room in which small children are present.
- Patients in the waiting room may have newly diagnosed pregnancies in their earliest stages of development. During that time in gestation, developing fetuses are vulnerable to viruses like rubella and chicken pox. These viruses are more prevalent in the pediatric age group. We wish to minimize the risk of such inadvertent exposures to our new mothers.

Please realize that this has been a difficult decision. Our focus is helping people have families. As such, children are very important to us. For the reasons stated above, however, we cannot allow children to be brought here during clinic hours. Please schedule your appointments at a time when child care is available to you.

Confirmation of Appointments with Physicians: You will be contacted by RMIA 5 business days prior to a scheduled appointment. You must then advise us within the next business day of your intent to be seen. If you anticipate that you will be away during this confirmation period, please notify the scheduler ahead of time to avoid cancellation.

Cancellation of Appointments with Physicians: If you need to cancel your appointment, notify RMIA as soon possible. If unable to keep your appointment, you must notify us no later than 3 business days before your scheduled visit (weekends do not count as business days). Failure to do so will incur a \$250 charge to your account which must be paid before you can be rescheduled.

No Smoking Policy: RMIA maintains a smoke-free campus. Please refrain from smoking on RMIA premises (building, parking lot, etc.)

Cell Phones: Cell phones and other electronic communication devices must be turned off at all times in the clinic.

Food in the Clinic: Please no outside food.

**** Thank you in advance for understanding and complying with these policies ****



Fact Sheet

From ReproductiveFacts.org



The Patient Education Website of the American Society for Reproductive Medicine

Smoking and infertility

Can smoking affect my ability to have a child?

Most people understand that smoking increases the risk for heart, vascular, and lung disease. Many do not realize that smoking can also lead to problems with fertility in both men and women. Erectile dysfunction and pregnancy complication rates are also increased with smoking.

Will smoking affect my eggs or sperm?

Chemicals (such as nicotine, cyanide, and carbon monoxide) in cigarette smoke speed up the loss rate of eggs. Unfortunately, once eggs die off, they cannot regenerate or be replaced. This means that menopause occurs 1 to 4 years earlier in women who smoke (compared with non-smokers).

Male smokers can suffer decreased sperm quality with lower counts (numbers of sperm) and motility (sperm's ability to move) and increased numbers of abnormally-shaped sperm. Smoking might also decrease the sperm's ability to fertilize eggs.

How can smoking impact my ability to conceive?

Women who smoke do not conceive as efficiently as nonsmokers. Infertility rates in both male and female smokers are about twice the rate of infertility found in nonsmokers. The risk for fertility problems increases with the number of cigarettes smoked daily.

Even fertility treatments such as IVF may not be able to fully overcome smoking's effects on fertility. Female smokers need more ovary-stimulating medications during IVF and still have fewer eggs at retrieval time and have 30% lower pregnancy rates compared with IVF patients who do not smoke.

Because smoking damages the genetic material in eggs and sperm, miscarriage and offspring birth-defect rates are higher among patients who smoke. Smokeless tobacco also leads to increased miscarriage rates. Women who smoke are more likely to conceive a chromosomally unhealthy pregnancy (such as a pregnancy affected by Down syndrome)

than nonsmoking mothers. Ectopic pregnancies and preterm labor also occur more often among female smokers.

Can smoking affect my children?

Men whose mothers smoked half a pack of cigarettes (or more) a day had lower sperm counts. Smoking during pregnancy also can lead to growth restriction of the baby before birth. Children born with lower-than-expected birth weights are at higher risk for medical problems later in life (such as diabetes, obesity, and cardiovascular disease). Children whose parents smoke are at increased risk for sudden infant death syndrome (SIDS) and for developing asthma.

I don't smoke but my partner does. Could this secondhand smoke affect my fertility?

Women exposed to secondhand smoke can suffer all the above health risks.

If I stop smoking, will my chances for conceiving and having a healthy pregnancy improve?

Yes. Quitting smoking can improve fertility though the decrease of the egg supply cannot be reversed. The rate of pregnancy complications due to smoking decreases the longer a person has not smoked.

Quitting smoking can be very, very difficult but studies show that the chance for success is much higher if you work with your health-care provider and/or a support group. Sometimes, temporary use of a nicotine replacement (such as nicotine gum or patch) and/or prescription medication called bupropion can improve quitting smoking rates, and you can use these while trying to conceive, if needed. Though it generally isn't advised to use these during pregnancy, you and your health-care provider might consider their use during pregnancy after weighing the risks and benefits.

Revised 2014

For more information on this and other reproductive health topics, visit www.ReproductiveFacts.org

EMERGENCY CHILD CARE

RMIA is sensitive to the needs of all our patients, both those who are successful and those who are not successful. For those patients coming to the clinic, we would like to provide assistance with an option for child care.

KinderCare Learning Center, a nationally accredited program, provides child care in emergency situations. In this handbook we have included an example of their release authorization form, but please contact them directly to make arrangements and to obtain a copy of the form. You may contact Jena Lyden at 651-714-1078 or by e-mail at jlyden@klcorp.com. KinderCare Learning Center is located near our Woodbury clinic.

6435 Lake Road Terrace
Woodbury, MN 55125

EMERGENCY CONTACT AND CHILD RELEASE AUTHORIZATION



Information may be added at any time. If information needs to be changed/updated, completion of a new form is required.

CHILD'S NAME		CHILD'S SSN (OPTIONAL)	DATE OF BIRTH
ALLERGIES / SPECIAL NEEDS			
ADDRESS			
PARENT/GUARDIAN 1		HOME PHONE	WORK/CELL NUMBER
EMPLOYER	EMAIL		FAX OR ADDITIONAL NUMBERS
PARENT/GUARDIAN 2		HOME PHONE	WORK/CELL NUMBER
EMPLOYER	EMAIL		FAX OR ADDITIONAL NUMBERS

PARENT IDENTIFICATION INFORMATION (2 items required)

I.D. # and Type – OR – Question _____ Answer _____

I.D. # and Type – OR – Question _____ Answer _____

Note: I.D. Number may be a Social Security Number, Driver's License Number or other unique identification number. I.D. Number may be substituted with personal questions for which only the parent has the answer. This information will be used to verify parent identity if an emergency pick up authorization is called into the Center.

List a minimum of three (3) additional authorized pick up people (including second parent/guardian):

1.	_____	Home Phone _____	Work Phone _____
	Address _____		
	Relationship to child _____	ID Number and Type (optional) _____	
2.	_____	Home Phone _____	Work Phone _____
	Address _____		
	Relationship to child _____	ID Number and Type (optional) _____	
3.	_____	Home Phone _____	Work Phone _____
	Address _____		
	Relationship to child _____	ID Number and Type (optional) _____	
4.	_____	Home Phone _____	Work Phone _____
	Address _____		
	Relationship to child _____	ID Number and Type (optional) _____	

For the safety of your child, we will request all authorized pick up people with whom staff are not familiar to provide photo I.D. at time of pick up.

MEDICAL RELEASE

Doctor's Name _____ Phone Number _____

I give permission to KINDERCARE LEARNING CENTERS to make whatever emergency (ie: first aid, disaster evacuation) measures are judged necessary for the care and protection of my child while under the supervision of the center.

In cases of a medical emergency, I understand that my child will be transported to _____ by the local emergency unit for treatment if the local emergency resource (police, rescue squad) deems it necessary.

It is understood that in some medical situations the staff will need to contact the local emergency resource before the parent, child's physician and/or other adult acting on the parent's behalf.

Emergency Medical Information

Drug Allergies/Special Medication Needs _____

Chronic Diseases/Other Health Problems _____

Insurance Coverage _____

PARENT'S SIGNATURE _____	DATE _____
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Updated/Reviewed: January _____ June _____ September _____ Other _____

HELPFUL WEBSITES

RMIA recommends the following links for further education and support:

www.acog.org – The American Congress of Obstetricians and Gynecologists

www.asrm.org – American Society for Reproductive Medicine

www.cdc.gov – Centers for Disease Control and Prevention

www.cryolab.com – Cryogenic Laboratories, offers superior donor sperm services

www.fertilitylifelines.com – Fertility Life Lines

www.fertilitynetwork.com – The Fertility Network

www.freedommedteach.com – Freedom Injection Teaching

www.hamptoninn.hilton.com – Hampton Inn

www.reproductivegenetics.com – Reproductive Genetics Institute (RGI), provides Preimplantation Genetic Diagnosis (PGD), the genetic analysis of embryos

www.reprot.com – ReproTech, specializes in the cryostorage of human sperm, eggs, and embryos

www.resolve.org – The National Infertility Association

ACUPUNCTURISTS

Heal OM Amy Theis, LAc.
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612-216-2008 amy@healom.com

Natural Health and Fertility Center Deborah Dick, L.Ac., M.Om.
2457 Lyndale Avenue South Minneapolis, MN 55405
612-871-2288 www.naturalhealthandfertility.com

Acupuncture and Chinese Medicine Center Eileen Zhou, M.D. (China), M.S.
7600 Parklawn Ave. Suite 321 Edina, MN 55435
952-820-0877 www.acmcenter.com

Selby Acupuncture Sara Beth Erdman, L.Ac.
400 Selby Avenue, Suite G2 Saint Paul, MN 55102
651-224-6678 www.selbyacupuncture.com

Merriam Park Acupuncture Barb Fowlds, MS, L.Ac.
1523 Selby Avenue St. Paul, MN 55104
651-207-3019 www.mpacupuncture.com

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651-699-2002 www.pointclinic.com