



Welcome to Seattle Reproductive Medicine

We are happy you have chosen SRM, and we look forward to working with you! Our goal is that your treatment be personalized, and that you feel cared for as an individual throughout the whole process. We feel the most important step to making this happen is clear communication. Our processes are outlined below. We hope to exceed your expectations, and welcome your input.

Your Primary Clinical Care Team

Your primary provider will prepare an individualized treatment plan for you, and your clinical care team will be there to support you throughout the process. We believe that a team approach is beneficial for your care at SRM, and you may see several providers and coordinators throughout your treatment. The complexity of our services exceeds any other clinic in the Pacific Northwest, which is a distinct benefit to you, but necessitates a larger and more specialized staff.

Our physicians perform procedures such as egg retrievals, embryo transfers and uterine evaluations on a rotating basis. While you may see several different providers, rest assured that they will follow the treatment plan as outlined by your primary provider.

You will have an assigned nurse coordinator who will guide you through your next steps, discuss the timeline of your treatment, order medications, create your cycle calendars, and answer any questions.

A provider or sonographer may perform ultrasounds throughout your treatment cycle, and our licensed medical assistants will assist with ultrasound and uterine evaluations, and perform your blood draws.

Lastly, you will have a financial counselor assigned to you who will answer any billing or insurance questions. They have many tools to help you arrange for financing, and are experts in our programs!

Patient Portal

We believe that you will find the portal important in supporting non-urgent communication between you, as a valued patient, and our staff. Upon enrolling, you will have the ability to communicate with your clinical care team in a secure environment, have access to view your lab results, request and view upcoming scheduled appointments, and setup email & text appointment reminders. **Portal messages are checked Monday through Friday and addressed in order of time-sensitivity. We encourage you to call the clinic with any urgent concerns.**

You will need to sign up for the Patient Portal using your medical record number. If you were not enrolled at your initial appointment, you may go to: <https://seattlefertility.com/patient-portal/>

Test Results

Diagnostic test results will be released through the patient portal. You should not expect a call unless there is an abnormal result that needs immediate attention.

If you are in a treatment cycle, and have labs drawn as part of that cycle, you will receive a same-day phone call, or a message through the portal, with instructions for your next steps. These phone calls and/or portal messages occur in the afternoon between 1:30-5:30pm.

Phone calls

We recognize that every question you have is important, and we work hard to return calls in a timely manner. Phone calls are often made later in the afternoon to allow time for provider input. Please understand that calls are addressed in order of urgency and time-sensitivity, and non-urgent calls may require a 24-48 hour turn around.

Scheduling Appointments

Appointments are scheduled through our patient services team. You may request appointments through the patient portal or call patient services at 206-301-5000 (Seattle), and 509-321-5660 (Spokane) or 877-777-6002 (toll free).

Weekend/After Hours

We have limited weekend appointments available in Seattle and Spokane for patients in active treatment cycles requiring monitoring outside of normal clinic hours. For time-sensitive or urgent concerns, please call 206-301-5000 (Seattle), 509-321-5660 (Spokane) or 877-777-6002 (toll free) to reach the on-call nurse or provider. If you are having a life threatening emergency, please call 911.

For medication questions, please call the pharmacy that dispensed your medications. There is a pharmacist available to you 24/7 that can help guide you through any questions you may have about your medications, including mixing or dosing instructions, medication reactions, and/or injection technique.

Online Educational Modules and Consent Signing

EngagedMD is an online platform that provides easy access to educational modules and electronic consent-signing. The modules outline important information needed to make informed decisions about your treatment prior to signing consent forms.

You will receive an email from “Seattle Reproductive Medicine” with a link to the EngagedMD patient learning center. Please follow the outlined steps:

1. [Click the email link to set your password](#) – The website is secure and encrypted so you can be sure your healthcare information is protected. If you do not receive this email, please check your spam folder.
2. [Log into the program](#) – Your user name will always be the email address on file at SRM, and you can log-in using any web-enabled device at: <https://srm.engagedmd.com>
3. [Review the assigned educational modules](#) – Please complete any assigned modules prior to signing the consent forms. Your progress will be saved every time you log-out.
4. [Complete the assigned consent forms](#) – Please note, if there is more than one consent form, you may receive a separate email for each document. These consent forms have important information about your treatment plan, and may require you to make selections for certain medical procedures, and/or sign off on aspects of care.
 - a. Sign, initial, and select decisions on the consent forms, as applicable. Please note, when prompted to make decisions on a form, both patient and partner (if applicable) must select the same choice.
 - b. When you’ve completed the entire document, click ‘Finish!’
 - c. Once the consent forms have been signed by the patient, it is then the partner’s turn to sign (if applicable). The second signee (partner) will receive an email from “Seattle Reproductive Medicine” and will be asked to follow identical steps.
 - d. You will receive an email with a copy of the completed forms once the final signee (member of your clinical care team) has provided a signature to finish the process.