



After-Hours Urgent Assistance

We understand that undergoing fertility treatment can be extremely stressful. It often requires active patient participation in navigating symptoms, and in some cases, administering medications in a timely fashion.

We have an on-call provider every day after the clinic is closed. The purpose is to assist with *urgent* questions that cannot wait until the next morning during regular clinic hours.

Most urgent concerns can be managed over the phone. However, if you are having pain so significant that you cannot walk or talk through it, excessive vaginal bleeding of more than 1 pad per hour x 3-4 hours and/or experiencing dizziness/lightheadedness, or if you are having severe chest pain, shortness of breath, and are in need of urgent medical attention, please proceed to the nearest emergency room or call 911.

Examples of scenarios for urgent after-hours phone calls:

- Bleeding or pain during pregnancy.
- Heavy bleeding, pain, or other concerns after your recent egg retrieval or surgery.
(Please note that if you have frozen eggs or embryos, your period may be more painful and heavy, and is expected to arrive anywhere from 3-14 days after your egg retrieval procedure.)
- Fever and/or pain associated with fertility treatments or in early pregnancy.
- Severe reaction to a medication (e.g., hives or shortness of breath).
- You do not have the correct medication or amount that needs to be given that evening.

Examples of non-urgent scenarios that can wait until the following day:

- Your period has started, and you are due to start a treatment cycle.
- You have a positive ovulation kit (OPK) and need to schedule an IUI or ultrasound appointment.
- You are having spotting/light bleeding after a uterine evaluation or a vaginal ultrasound, including in pregnancy. *(If it's not associated with severe pain, cramping, or fever, this can be monitored. Please call your team during clinic hours if it persists longer than 48 hours.)*
- Your oral medication (Letrozole/Femara or Clomid/Clomiphene Citrate) needs to be called in to a pharmacy. *(These medications can be started 1-2 days later if needed. Our clinic protocol is to begin on cycle day 3 but these medications can safely and effectively be started anywhere between cycle days 3-5.)*

We strongly advise that you watch all assigned educational modules and assigned readings in preparation for your treatment cycles, and work closely with your nurse coordinator so you feel supported and have all questions answered. We ask that you review medication inventory upon receipt, and daily during your treatment cycle, to avoid late night anxieties, as we want to make this process as smooth as possible for you.

The urgent on-call provider line is **206-301-5000**. Note: Please avoid utilizing the patient portal for urgent matters. Portal messages are intended for routine questions and are not checked after hours or on weekends.

After-Hours Medication Questions

After-hours questions related to medications are fairly common given that many injections are administered in the evening. We want you to have multiple resources at your fingertips, so you feel supported. We do encourage you to take the following steps before calling the on-call provider:

- Watch the educational videos on the injection in question on the Engaged MD platform, or at freedommedteach.com.
- Call your specialty fertility pharmacy. Most have 24/7 support, and the pharmacist is best equipped to answer questions about a medication, about injection technique, or to troubleshoot any concerns.
- Review the following frequently asked medication questions:



FAQ: Medications:

I saw a few drops of liquid come out of my skin after giving the injection. Is this a problem?

No, this is very common, and no additional medication is needed.

I saw a few drops of blood in the syringe (or come out of my skin) after the injection. Am I OK?

Yes, superficial vessels can bleed but usually stop with firm pressure. You can also ice the site. A bruise may form in a day or two; just avoid this spot in the future.

My injection site burns. Is this normal?

Yes. Typically, it resolves within a few minutes. You can put ice or heat on the injection site and continue to monitor. Cetrotide and Ganirelix injections often leave a small red, itchy welt and Menopur injections tend to cause a burning sensation overall. If you notice swelling and/or redness that does not resolve, please call the clinic within one day.

I was early/late to inject my medications today? Is that going to impact my cycle success?

No. We advise injecting medications between 7-9pm for consistency, but slight variations will not adversely impact your follicular growth or cycle outcome.

What are the most common side effects of fertility injections?

Injection site reactions such as burning, light bleeding, or bruising are common, as noted. These are normal reactions and not at all harmful. Breast tenderness, bloating, abdominal fullness, nausea, weight gain, cramping, increased vaginal mucous or discharge, and moodiness are also common. These symptoms can come and go and change in severity. Your body's response to medications can mimic the signs and symptoms of pregnancy.

Severe side effects are not expected, and allergic reactions are incredibly rare due to the fact these medications are hormones your body naturally produces. However, allergic reactions can occur, and symptoms would include full-body rash or hives and swelling or difficulty breathing. If experiencing a severe allergic reaction, please call 911 or go directly to the emergency department.