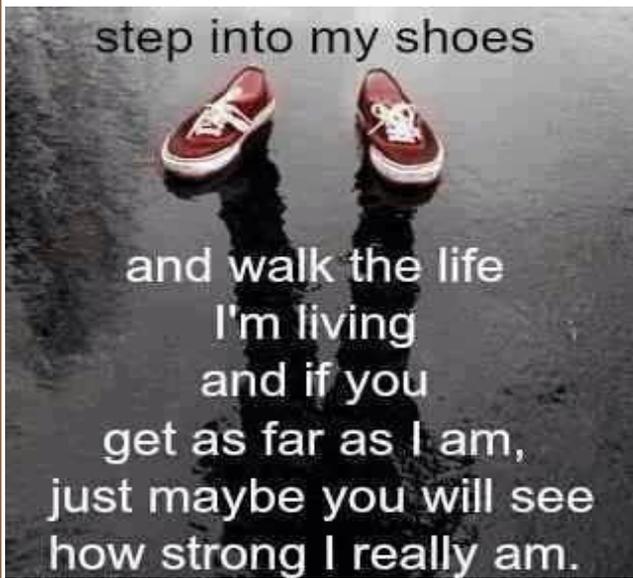


Other Means of Support

We understand that undergoing fertility treatment can be a difficult time for you, and your partner but you do not need to be or feel alone. To assist and support you through your journey Fertility Solutions has a primary nurse system where you are allocated a nurse who will work closely with you and your specialist.

This approach has been taken because it directly benefits you as a patient by having a strong focus on continuity of care. One nurse provides complete care for a small group of patients attending the clinic for treatment. Your primary nurse is then responsible for coordinating all aspects of your care and treatment in discussions with your doctor. This approach ensures you receive accurate and consistent information along with best practice care. Please be assured when your primary nurse is not available, we have a very experienced team of nurses providing support, so no matter who you see when you visit, they will be aware of your situation and be able to work with you.

It's important to remember that your nurse and your specialist are all here to support you so please feel free to make a phone appointment to have further discussions with your nurse or doctor.



Contacting a Counsellor

Appointments can be made by contacting **Rine** directly on **0424 566 739** and **Naomi** can be contacted directly on **0413 299 626**. Alternatively, you can also request a referral from any member of the team at Fertility Solutions.

For our Bundaberg patients, Fertility Solutions has access to a local Bundaberg psychologist, Jeanne Strahan.

Jeanne is based at the Bundaberg Specialist Centre, 102 Woondooma Street, Bundaberg and can be contacted by either calling the Specialist Centre on 41530746 or Jeanne directly on 0414996779

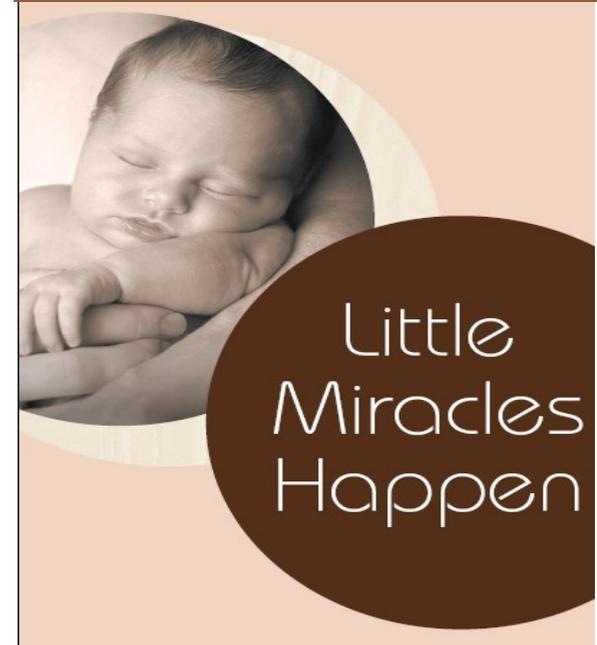
EMERGENCY SITUATIONS:

If you have any urgent concerns (medical or psychological), or any other issue that is of serious concern, please contact the clinic immediately.

If you call after hours you will be informed of the contact details of the fertility specialist on call. If you are not able to contact a fertility specialist please go to your nearest General Hospital and have them contact the specialist on call for Fertility Solutions by phoning 07 5478 2482 or 07 5313 4888 (Sunshine Coast Private Hospital).

*Although Fertility Solutions have made every effort to ensure the accuracy and completeness of information contained in this brochure, we assume no responsibility for errors, inaccuracies, omissions or any inconsistency herein. If you are unsure of anything, please ask your local doctor or your Fertility Nurse. Version 1 Released September 2014

Your Fertility Solutions Support System and Counsellors



Sharing your journey for life



Fertility Treatment & Your Emotional Health

Our Counsellors are registered Psychologists and members of the Australian and New Zealand Infertility Counselling Association (ANZICA). Rine (pronounced Rene) Frouws joined Fertility Solutions in 2011 and is a local psychologist with many years' experience working with couples experiencing fertility issues. Naomi has worked as a Psychologist since 1995 and now acts as back up for Rine. Jeanne is a psychologist and has been working with Fertility Solutions Bundaberg since 2008.



Riné Frouws
(Sunshine Coast)



Naomi Beutel
(Sunshine Coast)



Jeanne Strahan
(Bundaberg)

We warmly invite you to utilise the counselling services available through Fertility Solutions. You are entitled to one free counselling session for each IVF cycle, and most private health funds offer rebates for additional sessions.

Many people fear that getting counselling means there is something wrong with them or that it may indicate weakness and inability to cope with treatment. Nothing could be further from the truth! The journey of fertility treatment is considered to be a major life stress and is often described as an emotional rollercoaster. In the area of infertility, the Psychologist plays various roles, including that of support person, educator, counsellor, therapist, mediator, and life coach. Counselling provides

ongoing non-judgemental support at a time when you may feel most vulnerable, and aims to equip you with the support and skills needed to manage some of the emotions and day-to-day stresses of treatment.

The experience of infertility, and treatment can affect not only your work, family, relationship and social life, but also your self-esteem, sense of control and capacity to deal with stress.

Although every person is different, many ask the same questions:

- How do I deal with friends/relatives who are getting pregnant and having babies?
- Whom do I tell and what to tell?
- How do I deal with unwanted questions and/or comments?
- How do I manage stress?
- How do I keep my relationship strong?
- How do I deal with the workplace and frequent absences?
- How do I find strength and strategies to keep going cycle after cycle?
- How do I deal with the sadness of losing a baby?
- How do I make the decision to stop treatment?
- How do I come to terms with having no children?

It is strongly recommended that anyone undergoing fertility treatment attend at least one counselling session. During counselling, you will have the opportunity to debrief about your personal fertility journey and learn practical strategies to prepare for and manage the rollercoaster of emotions associated with infertility and treatment. You may identify thoughts, feelings and behaviours that may be of concern and work with your psychologist to gain new insights and strategies. Or you may just need ongoing support and encouragement.

Please be assured that counselling sessions are confidential* and your information will be treated with the utmost respect. We encourage you to utilise the sessions offered at the clinic, they are included within the cost of each IVF cycle. We look forward to sharing this journey with you!

Riné, Naomi & Jeanne

* In exceptional circumstances Psychologists are bound to disclose information, including subpoenas or where potential harm to person(s) exist. Counselling required as part of donor assessments involves reporting to the Clinic – please discuss the limits to confidentiality in this case with your Psychologist.

