



Your Miracle. Our Mission.

## POLICY REGARDING AFTER-HOURS EMERGENCY AND NON-EMERGENCY CALLS

Dear Patient:

At Fertility Centers of Illinois, our goal is to provide high-quality patient care 24 hours a day, 365 days a year.

**We kindly ask that you contact us Monday-Friday between 8:00 AM and 4:00 PM for all routine questions and concerns.** Please note that although our offices close at 4:00 PM, the nursing staff is often still making return calls to patients until approximately 6:30 PM.

In the event of an **emergency situation requiring medical staff attention** outside of our normal business hours, please call any Fertility Centers of Illinois office location and the answering service will assist you. If your emergency is life-threatening, call 911. However, if your questions or concerns can wait until the next business day, please call us at that time.

**Questions that do not warrant an emergency call outside of normal business hours will incur a charge of \$50 for a Physician call and \$25 for a Nurse call, to the patient account.**

The following common situations *do not* warrant an after-hours call, except as otherwise noted below:

- **Day one of your menstrual period:** Please notify your nurse the following business day.
- **Spotting while on birth control pills:** Spotting is common while on these medications. (However, if you're heavily bleeding while on active pills, this would warrant a call).
- **Medication instructions:** If you have questions about how to mix or administer your medications, this information can be accessed on our website: <https://fcionline.com/first-steps/patient-resources/> If, after reviewing the website, you still have questions, please contact your home office nurse during normal business hours.
- **Running out of medication:** In order to avoid this situation, please watch your medication supply carefully and plan ahead to call your pharmacy for refills. Please contact your nurse during normal business hours if you have questions about how much medication you should have on hand. However, should you unexpectedly run out of medication, please contact your pharmacy first to determine if refills are available. If not, or if you are unable to obtain the medication at the time you need it, please contact us.

We appreciate your best judgment in these situations. However, always err on the side of caution by contacting us if you think that there is a medical concern or potential disruption in your treatment.

Thank you,

Fertility Centers of Illinois Physicians and Staff