

## GENERAL INFORMATION FOR INFERTILITY PATIENTS

### OFFICE HOURS:

- I. Weekday Office Hours: Our regular office hours are Monday – Thursday 8:00AM-5:00PM. Closed between 12:00PM-1:00PM. Friday 8:00AM-12:00PM. Patient appointments can be made between 8:00AM-11:30AM and 1:00PM-3:30PM. We allow extra time at the end of each morning and afternoon to return patient calls, etc.
  - A. YOU MUST MAKE AN APPOINTMENT FOR EVERY VISIT TO OUR OFFICE- even if you just need blood work, semen analysis, etc. We ask you to do this to avoid any over-booking.
  - B. Please take care of all business during regular weekday office hours. We consider it the patient's responsibility to make sure she has all her medications when needed. This could mean you must call the pharmacy before 5:00PM to see if they have your prescription.
  - C. Phone Calls- When you call, please leave a short message and your phone number with the receptionist. The nurses return phone calls as soon as possible after they are received. Please be patient. If our schedule is heavy, it may be late afternoon when they are returned. If you need your call returned within a certain time period, please indicate this to the receptionist.
- II. After Hour Calls: We realize that sometimes patients require attention after hours. We do not want to discourage you from calling after hours; however, we do ask that you have a legitimate reason for calling. Again, **please try to get all business taken care of during regular business hours.**
  - A. If your call cannot wait until regular business hours, please try to call at a reasonable time. If we feel that your call was unnecessary or could have waited until the next business day, you will be charged \$25 for the call.
  - B. How to call: Dial the regular office phone number (806) 788-1212. The answering service will pick up your call. Leave a short message with the operator along with a phone number at which you can be reached. The answering service will page Dr. Dorsett or the nurse on call and give them your message and phone number. When your call is returned, please have a pharmacy name and number available if a prescription needs to be called in.
- III. Weekend Office Hours: Because ovulation knows no time, we must work on weekends in order to adequately treat our patients. **We only see patients that have to be seen on the weekends.** You will be seen by the nurse.
  - A. Our weekend office hours are usually 8:00AM on Saturdays and 8:00AM on Sundays. We use a first come, first serve system. If you are to have blood work on the weekend, you MUST be here at 8:00 AM. If you are more than 30 minutes late, your blood work will be processed the next day. **YOU MUST SCHEDULE ALL APPOINTMENTS WITH THE RECEPTIONIST- ESPECIALLY WEEKEND APPOINTMENTS.**
  - B. If there are no patients on the weekend schedule, no one will be in that day. Also, occasionally the regular weekend times are changed. You will be notified of any changes as long as you are on the schedule. For these reasons, you MUST schedule your weekend appointments in order to avoid any misunderstandings.
- IV. Holidays: We also see patients on all holidays except Christmas Eve, Christmas Day and Thanksgiving Day. The same weekend rules apply to holidays. Please check with the office for specific times.

## **MEDICATIONS:**

- I. Prescription medications: Please notify the doctor or the nursing staff of any medications you may be taking. We will let you know if these are safe to take while you are trying to conceive. If another doctor prescribes a new medication during the course of your treatment, please notify us prior to starting the medication. If you feel you need a prescription medication for a cold, urinary tract infection, etc., please let us know and we will be glad to prescribe this for you.
- II. Over the counter medication: Please do not take any over the counter medications except for those listed below:
  - A. Acetaminophen (Tylenol) – For headaches, aches, pains, discomforts, etc. Please do not take Ibuprofen (Advil or Motrin) or Naproxen Sodium (Anaprox or Aleve), or any other over the counter Non-Steroidal anti-inflammatory (NSAIDs), except while you are on your period. These medications could possibly interfere with egg development and/or implantation.
  - B. Actifed or Sudafed – For runny nose, sinus drainage, allergies, stuffy nose, etc. Please do not take any “combination medications” that combine these medications with other medications like Tylenol (Ex. Tylenol Sinus, Tylenol Allergy Sinus, etc.) These combination medications often contain other ingredients that could interfere with pregnancy and conception.
  - C. Robitussin – for a cough. Most other cough medicines contain alcohol or other medications that may interfere with conception or pregnancy.
  - D. Kaopectate – for diarrhea. Please do not take medications such as “Pepto-Bismol” or “Imodium.”

## **REGULAR OFFICE PROCEDURES:**

- I. Initial Evaluation: Your initial evaluation will be done by Dr. Dorsett. She usually spends 45 minutes with each new couple and thoroughly reviews the couple’s history and current medical conditions. Together with the couple, she will formulate a plan.
- II. Cycle Monitoring: During most of the visits to the office, you will see the nurse. Our nurses will do most of the ultrasounds, schedule x-rays, schedule and draw blood, call with the results of tests and answer any questions that you may have about your treatment. All of their work is reviewed daily by Dr. Dorsett and all final decisions are approved by her.
- III. Follow up Visits: At any time during your treatment that you feel that you would like to specifically see Dr. Dorsett, please schedule a follow up visit. This will give Dr. Dorsett 30 minutes to sit down and discuss any further needs you might have. These appointments are usually made approximately 2 weeks in advance.
- IV. Annual Exams: Please try to remember that every year a woman needs a Pap smear and breast exam. It is very easy to forget to do these when you are going to the doctor frequently. You may have your annual exam with your regular OB/GYN or Dr. Dorsett will be glad to do this for you. Annual exams are scheduled separately from your treatment visits.
- V. Patient Confidentiality: We strive to keep the identity of our patients confidential. Please realize that we would not discuss your case with other patients and we will not discuss other patient’s cases with you. In order to avoid any uncomfortable situations, please do not ask the staff about other patients.