



To help you decide when to call the emergency number - 9389 4200  
We have put together a self-triage table:

**Scenario: URGENT**

- I am in pain; I have taken analgesia (Panadol or Panadeine only) and am not getting any relief.
- I am pregnant and bleeding.
- I've had a procedure within the last 48hrs and I am in pain (have taken analgesia and am not getting any relief) or I am bleeding (heavy like a period).

**If it is a medical emergency, please call 9389 4200 during office hours or after hours, please call 9389 4260 (between 5pm and 10pm) and you will be answered by the on-call fertility nurse (this phone line is switched off after 10pm). However, if you are concerned for your immediate safety, please call triple zero, present to your closest emergency department, or attend King Edward Memorial Hospital Emergency.**

**Scenario: Medication related**

- I have run out of medications.
- I am unable to take my medications due to a technical malfunction/because I forgot to keep them cool/because I lost them etc

**Call Pharmacy on 9386 2798 (emergency Pharmacy afterhours 0409 093 337)**

**DO NOT** call the medical emergency nurse on call

- I need assistance with how to take my medications – follow the link for online demonstrations and instructions: <http://www.hollywoodivf.com/im-a-patient/pharmacies-and-medication/>

**Scenario: General**

- I am Bleeding/My period has arrived and my pregnancy test is due in a few days.
- My period has arrived (full flow) and I am commencing a treatment cycle. (Exception is Frozen Embryo cycle using hormonal tablets. No need for blood test, phone nurses in AM)

**Leave a Message on 9389 4200 & Attend for blood/scan between 7 and 8.30 or call when clinic opens**

**Scenario: General**

- My period has arrived (full flow) but I am unsure of my cycle type.
- I am Bleeding/My period has arrived and my pregnancy test is due in a few days.
- I am having an Ultrasound or Blood Test externally and need a request form.

**Call 9389 4200 when clinic is open:**

**Mon to Friday 7am – 4.45**

**Sat 8am to 1pm (nurse will return calls until 3.30)**

**Sun 9am 1pm**

**DO NOT** call the medical emergency nurse on call

**If you feel you need to contact someone for your mental health and wellbeing urgently, please contact Beyond Blue to speak with a trained Psychologist on 1300 22 4636.**

Website: <https://www.beyondblue.org.au>