



Primecare Fertility Clinic

God's Miracle, Your Joy, Our Mission



0913 510 2505; 0809 515 9681

info@primecarefertility.com

www.primcarefertility.com

PATIENT Information HANDBOOK

Version 2.0, Revised May 2022

GET IN TOUCH



WhatsApp: +234 809 515 9681

Inquiry: 913 510 2505

Complaint: 703 970 6610



info@primecarefertility.com

laboratory@primecarefertility.com

embryology@primecarefertility.com



www.primcarefertility.com



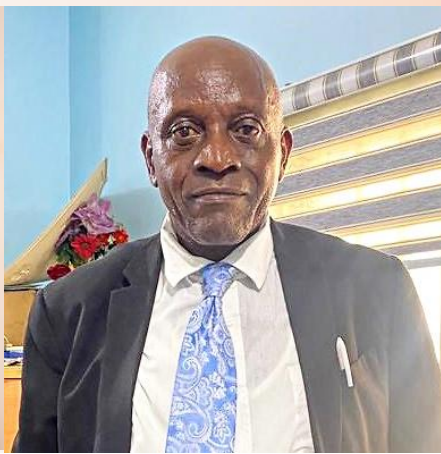
#5 Ilorin Street, Area 8, Garki - Abuja



Table of Contents

Welcome to Primecare	4
Quality Policy and Core Values	5
Patients' Bill of Rights (PBoR)	6
Our Services	8
Appointments and Complaints	10
The IVF Journey	11
Consent and Patient Property	12
Billing and Refund Policy	13
Visiting Hours & Dietary Services	14
Steps in Preimplantation Genetic Testing (PGT)	15
Frequently Asked Questions	16
Do's and Don't During Treatment and Diet Advice	17
Treatment Plans	18





Dr. Eloka Menakaya
(Pioneer Medical Director)



Dr. Ese Williams Omonigho - ABD
(Clinical Director/CEO)

Welcome to Primecare

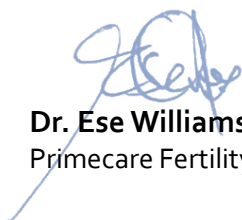
Thank you for choosing Primecare for your fertility care!

We are committed to providing quality, affordable and efficient fertility treatment for all. This information handbook is specially prepared for our patients, their relatives and visitors. So we urge you to take some time to read through the handbook; we promise, you will be glad to know more about what we do and how we care for you.

Because of our commitment to providing you with excellent care, we have established a quality management system based on ISO 9001:2015 Standards, this is to ensure that our services are at par with international best practices.

We focus on continuous improvement and will be delighted to know how we could serve you better. Please, do not hesitate to ask any questions about the content of this handbook, diagnosis, medications or treatment we provide. Feel free to contact me directly at: +234 703 970 6610 or ese.williams@primecarefertility.com.

Best positive pregnancy outcome.



Dr. Ese Williams Omonigho
Primecare Fertility Clinic, Abuja



Quality Policy and Core Values

Primecare Fertility Clinic is a promise fulfilled. We are committed to sustaining our mission and vision by operating a quality management system that meets the requirements of ISO 9001: 2015 international standard that include our obligation to meet customer and applicable requirements.

Our mission: to create credible and result oriented alternative for care of infertility related challenges using assisted reproductive technology, by bringing together various cadres of staff who will be happy to deliver on the promises to clients; will be ensured through continual improvement of the quality management system.

This quality policy will be reviewed periodically alongside the quality objectives at the different levels of operation for suitability and to ensure that it promotes **our vision:** to make use of quality, affordable items at the best possible cost, whilst achieving comparable results as anywhere in the world; in addition to ensuring clients satisfaction.



Patients' Bill of Rights (PBoR)

Patient Rights | Patient Responsibilities | Primecare Responsibilities

Primecare is guided by the PBoR as we have summarised here. These have been developed from relevant statutory and regulatory documents: Hippocratic Oath, Consumer Protection Act, National Health Act, the Constitution, etc. Details can be found [here](#)

1. Access to General and Patient Related Information

- a. To have information regarding your 'diagnosis, treatment, prognosis, other procedures, and possible outcome'; details of records of professionals'/ Primecare credentials, skills of professionals and be part of decision making at each stage of your treatment.
- b. Seek information, request for records of scope of services understand your treatment, provide accurate information about your health condition and let us know your dissatisfaction through our channels provided.
- c. Primecare provides patients with all relevant information about our services and those necessary for their care; records, treatment plan and medication such as in this handbook

2. Fee Related Information and Service Interruption

- a. To have details of cost implications of treatment, bills of services received, presented in a transparent and itemized manner and be informed of service interruption.
- b. Patient to promptly pay bills or in case of an emergency, show intention and capability to pay for the service received.
- c. Primecare prioritizes emergency care over factors such as cost and payment. But have rights to fees for services provided.





Patient Rights | Patient Responsibilities | Primecare Responsibilities

3. Privacy, Confidentiality and Dignity

- a. To be respected; have privacy and confidentiality with regards to their medical and health records protected as provided by prevailing laws.
- b. Patient to provide honest, accurate medical/health information/records including history of medication and treatment and treat staff with respect.
- c. With the exception of the law, Primecare will always respect privacy and maintain patients' records in a highly confidential manner.

4. Quality of Care and Visitation

- a. To have equitable medical care in clean and safe condition and be allowed visitation by family, friends and religious affiliations at appropriate times.
- b. Patient to adhere to Primecare recommended care and visitation plan.
- c. Refer to Primecare care and visitation plan.

5. Access to Emergency Care, Refusal of Care and Complaint

- a. To have access to emergency care interventions and consent to refusal of care according to law. To know channels of complaint and be free to do so.
- b. Patient to pay for emergency care following stabilization; emergency care is not free and to comply with procedure of Primecare.
- c. Primecare to maintain and provide basic emergency needs and recognise eligibility to consent for care and refusal of care according to law. Provide channels of complaints and encourage patients to give feedbacks.



Our services

Our services cover a broad range of fertility and assisted reproductive technology. Adapting your treatment plan according to your financial disposition is what we are also known for. We strive for the best possible clinical outcomes and maintain global partnership to keep up with the dynamic trends in the fertility industry.



Fertility Counselling & Fertility Investigations

Successful fertility treatment begins from the mind, we prepare our client's mind through counselling. We screen couples' reproductive systems to understand where the issue lies and treat accordingly



Intrauterine Insemination (IUI)

IUI procedure places isolated sperm from partner or donor directly into the woman's uterus at the right time



In Vitro Fertilization (IVF/ICSI)

We fertilize couple's sperm and egg under the most favourable condition that produces good embryos for transfer into the woman's womb



Genetic Screening

The preimplantation genetic screening of embryos help to eliminate genetic disorder and improve pregnancy success rates





Our Services



Surrogacy

We can help you borrow a suitable womb to carry your baby to term without any complications



Third Party (Donor) Program

For women/men in couples with gametes issues, we offer a world class donor services



Gamete Freezing

Fertility preservation is available for eggs and sperms. We believe that "a stitch in time saves nine"



Gamete & Embryo Transportation

We are handling tissues for ART treatments safely and securely across diverse locations for our clients



Appointments & Complaints

Booking | Changes or Cancellations | Complaints

Book an Appointment

1. Primecare operates an appointment system to enable you to see the doctor seamlessly with focused attention from our team.
3. Arrival time of 15 minutes before your scheduled appointment is good and while you are waiting, please note that other patients are on appointment.
4. Your appointment time may be lost, if you arrive more than 15 minutes late; except where there is a chance, you will be told to wait for a suitable slot.

Appointment Changes or Cancellations and Complaints

1. Fertility treatments are very sensitive to abrupt changes and cancellations.
2. Therefore missed appointments will affect your treatment plan and our ability to provide you with the best expected care outcomes. This also affects our ability to care for other patients in need of our services during that time.
3. Under inevitable circumstances, changes and cancellations can be made, but under the advise of the doctor and supervision of your care team.
4. Patients are encouraged to make complaints about anything related to their care.

Book an appointment, change or cancel appointment and complaints:



WhatsApp: +234 809 515 9681

Call : +234 913 510 2505; 703 9673 757

Email: info@primecarefertility.com

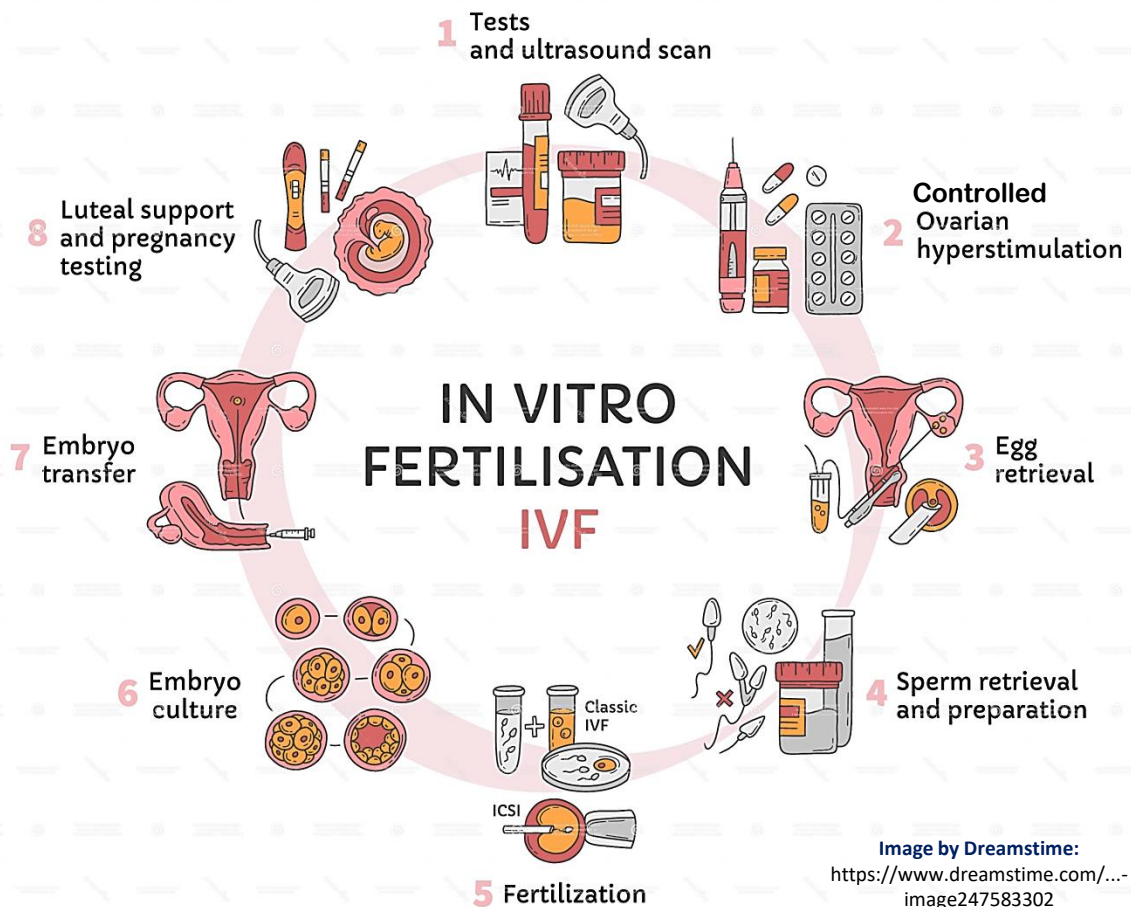
Website: www.primecarefertility.com



The IVF Journey

Get details of steps and stages of IVF treatment during consultation

1. You will consult with the Gynae/Fertility specialist the first time you register with us. This will be followed by a set of detailed fertility tests, anywhere, at your convenience.
2. The results of the tests will inform the decision of treatment options viz: IVF, ICSI, IUI, surrogacy, etc. We will help you to decide on the appropriate treatment option.
3. IVF or ICSI treatment cycle takes about 3 weeks (short protocol) and 4-6 weeks (long protocol). For some patients, two or more attempts may be required to achieve pregnancy.
4. Your treatment cycle is complete with Primecare once pregnancy is achieved. A foetal pole is identified with cardiac activity at 8 weeks. We do **NOT** cover antenatal care.





Consent and Patient Property

Consent forms | Safety and Security of Patients Valuables

Informed Consent

Informed consent is a crucial aspect of fertility treatment and care. At Primecare we ensure that this statutory and regulatory requirements are fulfilled, due to the legal, ethical and professional concerns.

Informed consent entails that following explanations and understanding of the details involved in the treatment, patients are required to document their agreement, in which they consent to proceed with the treatment procedure. This ensures that patients, blood, tissues, eggs, sperm, embryos and personal information and valuables are used for your treatment and research, stored and discarded in a way that patients are satisfied with.

A typical consent form which you/your relative, at least 18 years old, in healthy psychological state will be required to sign for each treatment consist of the:

- a. treatment type and extent or duration
- b. significance, risks and side effects, advantages and disadvantages
- c. alternative treatments route or plan
- d. possibility and right to change and withdraw your consent at any time

Safety and Security of Patients Property

Primecare always strive to ensure safety and security of patients valuables, whether clinical and non-clinical belongings within our facility. The Nurses-in-charged , for example will collect valuables, document them and shall keep in safe place during theatre procedure. Our closed-circuit television (CCTV) system is a useful tool for ensuring security monitoring.



Billing and Refund Policy

Cost of Services | Refund Request and Processing

Cost of Services and Billing

Primecare provides patients with detail costs of the different services. The cost may fluctuate due to prevailing local and international economic situation.

Bills for services provided are also prepared in a clear and itemized manner with a suitable payment plan for you. Always ask for further clarifications if in doubt.

Refund Policy

Refund is possible if you wish to discontinue your treatment after making payments. The following terms and conditions applies:

1. Notice of withdrawal from treatment must be made two (2) weeks before commencement of treatment for 10% service charge to apply, 15% if one (1) week and 20% after that and before procedure commences.
2. After investigations, but prior to commencement of treatment, there will be full refund of IVF payment minus 10% service charge.
3. Once down regulation has started in the cycle before the treatment cycle, but prior to the first scan on day 2 or day 5 of treatment cycle, there will be refund after deducting the cost of all medications, procedures and laboratory investigations done with 20% service charge deducted.
4. Once treatment has commenced in the form of Gonadotropins or Estrogens but prior to oocyte retrieval, there may be refunds after deducting cost of all medications, procedures and laboratory investigations done with 50% service charge deducted.
5. There will be no refund, once Oocyte retrieval has been done in any cycle. If the patient is on a multiple cycle treatment plan, it is advisable she completes the treatment cycles where applicable.



Visiting Hours & Dietary Services



Visiting Hours | Patient Meals

Primecare provides in-patient wards for short stay (3-5 days) after procedures or long stay for surrogacy programs.

Patients' family, relatives, friends and visitors are to seek permission from the matron or nurse-in-charge before visit to the wards.

Visiting Hours

12:00 Noon -TO- 2:00 pm

6:00 Evening -TO-9:00 pm

Visitors at the bedside are limited to two at a time. We encouraged all visitors to follow visitor's limitation in consideration of safety issues and the treatment conditions of the hospitalized patients.

Dietary Services

Primecare provides dietary services for both in-patients and visitors.

Request through the matron or the nurse-in-charge. Meals are served as follows:

Breakfast: 8:30 AM – 9:00 AM

Lunch: 11:00 AM – 13.00 PM

Dinner: 19:00 – 21.00 PM

Snacks on special requests



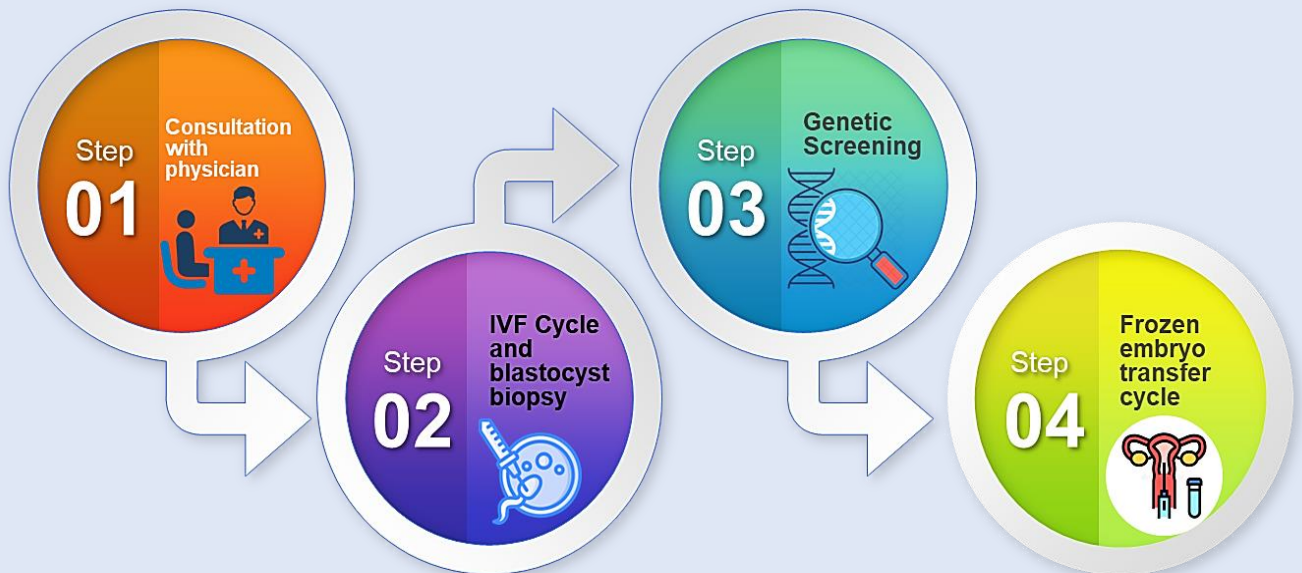
Steps in Preimplantation Genetic Testing (PGT)

Aneuploidies, Monogenic Diseases & Structural Rearrangement

Preimplantation genetic testing for aneuploidies (PGT-A) is becoming a common procedure in IVF treatment. PGT-A helps to reveal the number of chromosomes from each embryo, so that embryos with the correct number of chromosomes (46) are selected and transferred.

This helps to:

1. Increase the likelihood of a woman becoming pregnant;
2. Lowers the risk of miscarriage;
3. Lowers the risk of having a chromosomally abnormal child.



Frequently Asked Questions - FAQs

For further information call +243 913 510 2505

Is The Egg Retrieval Procedure Painful And How Long Does It Take?

Because anaesthesia is used for egg retrieval, patients feel no pain during the procedure. Patients may feel some minor cramping in the ovaries that can be treated with appropriate medications. Anaesthesia wears off quickly once egg retrieval is concluded. Egg retrieval typically takes under 30 minutes, depending on how many follicles are present.

How Soon Can Out Of Town Patients Travel Home After IVF Treatment?

Most of our out-of-town patients can return home 3-5 days after the embryo transfer — there is no medical reason to stay longer than necessary in Abuja after IVF treatment. All types of travel are safe. Sitting for an extended period of time will not affect chances of pregnancy. If traveling by air, drink plenty of fluids, as circulated air can be quite dry; avoid dehydration.

What Are The Chances Of Pregnancy With Frozen Embryos?

In general, the success of frozen-thawed embryo transfer procedures depends on a number of factors:

1. The quality and survival of the frozen-thawed embryos. We only freeze good quality embryos so the current rate of survival is greater than 90%.
2. The age of the woman who produced the eggs. In patients under the age of 37, the chances of pregnancy with frozen-thawed embryos are similar to a pregnancy with fresh embryos.
3. In patients 37 years or older, pregnancy chances with frozen-thawed embryos decline in conjunction with declining fertility in general, but still can be quite good. As always it is best to discuss a woman's individual situation with their physician.
4. The status of the uterus in the woman receiving the embryos. A healthy endometrial lining free of any interfering fibroids or polyps provides a sound environment for embryo implantation.

For more FAQs please visit our website at

<https://primecarefertility.com/2021/11/08/faqs/>





Do's and Don'ts During Treatment and Diet Advice

Prioritize good health for at least 3 months. A healthy pregnancy starts long before conception. Start early and stick to it through the IVF cycle.

DO'S

1. Eat well and healthy: avoid alcohol, sugar and smoking. Eat nutrient dense food, including lots of vegetables, nuts, seeds, fish, eggs, avocado, etc.
2. Take your vitamins. Preconception diet is central to a healthy, successful conception and pregnancy.
3. Exercise daily: we recommend that you lose weight before starting IVF and maintain a steady weight during treatment.
4. Reduce stress. Stay away and cut down on all forms of activities that drain you out. Listen to positive and uplifting music, watching inspiring videos and exercise.
5. Drink plenty of water. Intake of water up to 8 cups per day help to increase blood flow to the ovaries and uterus.

DON'TS

1. Don't drink alcohol. Research shows that alcohol can have a significant negative impact on pregnancy.
2. Don't rely on caffeine. There's evidence to suggest that caffeine leads to higher likelihood of failed IVF.
3. Quit smoking. It is dangerous for both mother and baby.
4. Avoid over the counter medications.
5. Lay off the sugar and inflammatory foods.
6. Do not miss your routine check-ups.



TREATMENT PLAN FOR IVF/ICSI OVULATION INDUCTION PROCEDURE

Name: _____ EMR ID _____ Age: _____

Last Menstrual Period: _____

- Your treatment protocol is: Agonist / Antagonist
- If Agonist: - Short / Long / Ultra long protocol
- Commence the following Medications;
- Vitamin E 1000 IU daily for _____ days from _____
- Vasoprin 75mg daily for _____ days from _____
- Folic Acid 5mg daily for _____ days from _____
- Commence Pituitary down regulation using _____

- Start taking Primolut –N 5mg twice daily for _____ days from _____ to _____
Or

Start taking Combined Oral Contraceptive pills (Cocp) 1 daily for _____ days form _____ to _____

- Anticipate withdrawal bleeding latest on _____
- Do mock rial embryo transfer on days 5 of menses _____
- Commence the following antibiotics _____ from _____ to _____
- Commence antimalarial form _____ from _____ to _____
- Commence Ovulation Induction using the following Gonadotropins _____ for 10-12days.
- You will be required to have scan sessions on day 2, 6, 9 and 12 of cycle.
- You will have your HCG trigger once your leading set of follicles are up to 17mm and above; usually as from day 11 of cycle and above.
- Your Oocyte retrieval (OCR) will take place 36hours following the trigger.
- Your Male Partner (Spouse/Husband/Sperm donor) will be needed to drop his Semen on the day of the OCR on _____
- You will start progesterone injections on the day of OCR.
- Your possible date of embryo transfer is _____

NB: ADJUVANT THERAPY when indicated will be included here:

TREATMENT PLAN FOR IVF/ICSI FROZEN EMBRYO TRANSFER OR OOCYTE RECIPIENT PROCEDURE

Name: _____ EMR ID _____ Age: _____

Last Menstrual Period: _____

- Your treatment protocol is: Agonist / Antagonist
 - If Agonist: - Short / Long / Ultra long protocol
 - Commence the following Medications;
 - Vitamin E 1000 IU daily for _____ days from _____
 - Vasoprin 75mg daily for _____ days from _____
 - Folic Acid 5mg daily for _____ days from _____
 - Commence Pituitary down regulation using _____

 - Start taking Primolut –N 5mg twice daily for _____ days from _____ to _____
Or
Start taking Combined Oral Contraceptive pills (Cocp) 1 daily for _____ days form _____ to _____
 - Anticipate withdrawal bleeding latest on _____
 - Do Trial embryo transfer on days 5 of menses _____
 - Commence the following antibiotics _____ from _____ to _____
 - Commence antimalarial from _____ from _____ to _____
 - Commence Endometrial preparation using tabs Estradiol Valerate 2mg tid for 14 days from day 5 or 6 of cycle _____.
 - You will be required to have scan sessions on day 5, 10 and 14 of cycle.
 - Your Male Partner (Spouse/Husband/Sperm donor) will be needed to drop his Semen once your endometrium is seen to be building adequately on _____.
 - You will start progesterone injections at least 5 days before embryo transfer.
 - Your possible date of embryo transfer is _____
- NB: ADJUVANT THERAPY when indicated will be included here:**



TREATMENT PLAN FOR IVF/ICSI OVULATION INDUCTION PROCEDURE

Name: _____ EMR ID _____ Age: _____

Last Menstrual Period: _____

- Your treatment protocol is: Agonist / Antagonist
- If Agonist: - Short / Long / Ultra long protocol
- Commence the following Medications;
- Vitamin E 1000 IU daily for _____ days from _____
- Vasoprin 75mg daily for _____ days from _____
- Folic Acid 5mg daily for _____ days from _____
- Commence Pituitary down regulation using _____

- Start taking Primolut –N 5mg twice daily for _____ days from _____ to _____
Or

Start taking Combined Oral Contraceptive pills (Cocp) 1 daily for _____ days form _____ to _____

- Anticipate withdrawal bleeding latest on _____
- Do mock rial embryo transfer on days 5 of menses _____
- Commence the following antibiotics _____ from _____ to _____
- Commence antimalarial form _____ from _____ to _____
- Commence Ovulation Induction using the following Gonadotropins _____ for 10-12days.
- You will be required to have scan sessions on day 2, 6, 9 and 12 of cycle.
- You will have your HCG trigger once your leading set of follicles are up to 17mm and above; usually as from day 11 of cycle and above.
- Your Oocyte retrieval (OCR) will take place 36hours following the trigger.
- Your Male Partner (Spouse/Husband/Sperm donor) will be needed to drop his Semen on the day of the OCR on _____
- You will start progesterone injections on the day of OCR.
- Your possible date of embryo transfer is _____

NB: ADJUVANT THERAPY when indicated will be included here:

TREATMENT PLAN FOR IVF/ICSI FROZEN EMBRYO TRANSFER OR OOCYTE RECIPIENT PROCEDURE

Name: _____ EMR ID _____ Age: _____

Last Menstrual Period: _____

- Your treatment protocol is: Agonist / Antagonist
 - If Agonist: - Short / Long / Ultra long protocol
 - Commence the following Medications;
 - Vitamin E 1000 IU daily for _____ days from _____
 - Vasoprin 75mg daily for _____ days from _____
 - Folic Acid 5mg daily for _____ days from _____
 - Commence Pituitary down regulation using _____

 - Start taking Primolut –N 5mg twice daily for _____ days from _____ to _____
Or
Start taking Combined Oral Contraceptive pills (Cocp) 1 daily for _____ days form _____ to _____
 - Anticipate withdrawal bleeding latest on _____
 - Do Trial embryo transfer on days 5 of menses _____
 - Commence the following antibiotics _____ from _____ to _____
 - Commence antimalarial from _____ from _____ to _____
 - Commence Endometrial preparation using tabs Estradiol Valerate 2mg tid for 14 days from day 5 or 6 of cycle _____.
 - You will be required to have scan sessions on day 5, 10 and 14 of cycle.
 - Your Male Partner (Spouse/Husband/Sperm donor) will be needed to drop his Semen once your endometrium is seen to be building adequately on _____.
 - You will start progesterone injections at least 5 days before embryo transfer.
 - Your possible date of embryo transfer is _____
- NB: ADJUVANT THERAPY when indicated will be included here:**



TREATMENT PLAN FOR IVF/ICSI OVULATION INDUCTION PROCEDURE

Name: _____ EMR ID _____ Age: _____

Last Menstrual Period: _____

- Your treatment protocol is: Agonist / Antagonist
- If Agonist: - Short / Long / Ultra long protocol
- Commence the following Medications;
- Vitamin E 1000 IU daily for _____ days from _____
- Vasoprin 75mg daily for _____ days from _____
- Folic Acid 5mg daily for _____ days from _____
- Commence Pituitary down regulation using _____

- Start taking Primolut –N 5mg twice daily for _____ days from _____ to _____
Or

Start taking Combined Oral Contraceptive pills (Cocp) 1 daily for _____ days form _____ to _____

- Anticipate withdrawal bleeding latest on _____
- Do mock rial embryo transfer on days 5 of menses _____
- Commence the following antibiotics _____ from _____ to _____
- Commence antimalarial form _____ from _____ to _____
- Commence Ovulation Induction using the following Gonadotropins _____ for 10-12days.
- You will be required to have scan sessions on day 2, 6, 9 and 12 of cycle.
- You will have your HCG trigger once your leading set of follicles are up to 17mm and above; usually as from day 11 of cycle and above.
- Your Oocyte retrieval (OCR) will take place 36hours following the trigger.
- Your Male Partner (Spouse/Husband/Sperm donor) will be needed to drop his Semen on the day of the OCR on _____
- You will start progesterone injections on the day of OCR.
- Your possible date of embryo transfer is _____

NB: ADJUVANT THERAPY when indicated will be included here:

TREATMENT PLAN FOR IVF/ICSI FROZEN EMBRYO TRANSFER OR OOCYTE RECIPIENT PROCEDURE

Name: _____ EMR ID _____ Age: _____

Last Menstrual Period: _____

- Your treatment protocol is: Agonist / Antagonist
- If Agonist: - Short / Long / Ultra long protocol
- Commence the following Medications;
- Vitamin E 1000 IU daily for _____ days from _____
- Vasoprin 75mg daily for _____ days from _____
- Folic Acid 5mg daily for _____ days from _____
- Commence Pituitary down regulation using _____

- Start taking Primolut –N 5mg twice daily for _____ days from _____ to _____
Or
Start taking Combined Oral Contraceptive pills (Cocp) 1 daily for _____ days form
_____ to _____
- Anticipate withdrawal bleeding latest on _____
- Do Trial embryo transfer on days 5 of menses _____
- Commence the following antibiotics _____ from _____ to _____
- Commence antimalarial from _____ from _____ to _____
- Commence Endometrial preparation using tabs Estradiol Valerate 2mg tid for 14 days from day 5 or 6 of cycle _____.
- You will be required to have scan sessions on day 5, 10 and 14 of cycle.
- Your Male Partner (Spouse/Husband/Sperm donor) will be needed to drop his Semen once your endometrium is seen to be building adequately on _____.
- You will start progesterone injections at least 5 days before embryo transfer.
- Your possible date of embryo transfer is _____

NB: ADJUVANT THERAPY when indicated will be included here:





Primecare Fertility Clinic

GOD'S MIRACLE, YOUR JOY, OUR MISSION



0913 510 2505; 0809 515 9681

info@primecarefertility.com

www.primcarefertility.com