

New Patient Guide

California Center for Reproductive Health

Introduction:

Thank you for choosing *The California Center for Reproductive Health (CCRH)*. Please accept our warmest welcome to you from the staff at CCRH, as well as our thanks for your interest in the services we provide. We understand the struggles that you face and truly strive to provide the finest care possible in a compassionate and professional environment. It is our hope that we will lay the foundation for success with our individualized treatment based on your unique needs, and will exceed your expectations on all levels.

We ask that you use this *Guide* as a tool to familiarize yourself with CCRH and to prepare yourself for what to expect before, during, and beyond your initial appointment.

To ensure that you get the most out of your initial appointment, please complete the following forms, to the best of your ability, and return them to us by e-mail, fax or mail, prior to your initial appointment. (If you choose to e-mail or fax the completed forms, please bring the original forms to your scheduled appointment):

- **Patient Registration Form** – This form is used to gather basic registration information about you and your partner
- **Patient Consent for Treatment** – In this form you give us general consent for treating you; specific treatments may require additional consents
- **Patient Declaration of Voluntary Participation** – This form specifies that our office did not solicit you to become our patient and that you chose to receive fertility and related treatments at our Center voluntarily
- **Patient Authorization to Release Medical Information** – This optional release allows CCRH access to your relevant medical records from other physicians/facilities
- **Patient Consent for Sharing of Medical Information** – In this document you specify with whom we may share your medical information
- **Patient Notice of Privacy Practices** – This form describes how your medical/protected health information may be used and disclosed
- **Patient Acknowledgement of Notice of Privacy Practices** – This document acknowledges that you have received CCRH's Notice of Privacy Practices
- **Patient Financial Agreement** – This information ensures that patients understand their financial responsibility prior to seeking treatment at CCRH
- **Patient Credit Card Authorization Form** – This form will be kept on file but your credit card will not be charged without prior notification
- **How did you find out about us** – This form allows us to gather information about our referral sources
- **Patient Consent for Carrier Genetic and Chromosomal Screening** – This document describes various options for parental genetic and embryo chromosomal screening but does not obligate testing

You should also expect a telephone call from our New Patient Coordinator before your appointment. We will confirm your appointment, and the receipt of your new patient paperwork. This phone conversation can help further clarify your individual situation and allow you to raise any specific topics you wish to discuss prior to your initial consultation.

Providing quality care is important to us. At the conclusion of your treatment, you will be asked to complete a patient satisfaction survey. We thank you in advance for your valuable feedback.

Please do not hesitate to call us with any questions at 818-907-1571. We are here to help you in every way possible. We look forward to meeting you and helping you achieve your dreams of creating or expanding your family.

Warmly,

Dr. Eliran Mor, Dr. Irene Woo, and Staff at the California Center for Reproductive Health

Getting to Know Our Center:

Main Office Address:

Encino, CA:

16550 Ventura Blvd
Suite 400 Encino,
CA 91436

[View map](#)

Satellite Offices:

Santa Monica, CA:

1245 16th Street
Suite 300
Santa Monica, CA 90404

[View map](#)

W. Hollywood, CA:

9201 W. Sunset Blvd.
Suite 202
W. Hollywood, CA 90069

[View map](#)

Valencia, CA:

23832 Valencia Blvd
Suite 150
Valencia, CA 91355

[View map](#)

Tel: 818-907-1571

Fax: 818-907-1574

E-Mail: info@center4reproduction.com

Website: www.center4reproduction.com

Office Hours:

Monday – Friday: 8:00 am - 5:00 pm

Saturday: 8:00 am - 11:00 am

We will make our best efforts to accommodate your schedule. Due to the nature of our services, occasionally it may take us more time than scheduled to provide quality care for our patients. We appreciate your understanding and patience when waiting for your appointment. Be assured that this same standard will be adhered to for your care.

Physicians:

Doctor Mor received his medical degree from Tel Aviv University-Sackler School of Medicine in Israel. He completed a four-year residency in Obstetrics and Gynecology at New York Methodist Hospital in Brooklyn, New York. Subsequently, Dr. Mor completed a three-year fellowship in Reproductive Endocrinology and Infertility at the University of Southern California. Doctor Mor is *Board Certified in both Obstetrics and Gynecology and Reproductive Endocrinology/Infertility*. Throughout his career Dr. Mor has researched many topics in infertility and human reproduction including polycystic ovary syndrome (PCOS), emergency contraception, neuroendocrinology, tubal factor infertility, and tubal embryo transfer (GIFT/ZIFT), and continues to do so today. He is a member of multiple prestigious medical societies, including the American Society of Reproductive Medicine (ASRM), the Pacific Coast Reproductive Society (PCRS), and the American College of Obstetricians and Gynecologists (ACOG), and remains a Clinical Instructor at USC.

Doctor Woo received her medical degree from Pennsylvania State University. She became board certified in *Obstetrics and Gynecology* after completing a four-year residency at Johns Hopkins University in Baltimore Maryland. Subsequently, Dr. Woo completed a three-year fellowship in Reproductive Endocrinology and Infertility at the University of Southern California in Los Angeles California. Throughout her career, Dr. Woo has researched many topics in infertility and human reproduction, including perinatal outcomes after frozen oocyte embryo transfer, oocyte competence in women with diminished ovarian reserve, and polycystic ovary syndrome (PCOS). Dr. Woo has also collaborated with internationally renowned physicians on book chapters on topics including egg donation, endometriosis, and mullerian anomalies. She has won multiple teaching awards throughout her career for educating medical students and residents alike, and remains passionate about patient education.

Administrative & Clinical Staff:

We fully realize that assisting our patients to achieve their goals requires a total team effort. Our professional and experienced staff strives to assist you in every way possible. They work diligently to get to know everyone, and provide emotional and medical support. A warm smile and friendly welcome should greet you at every visit! For your convenience, should you wish to communicate with our nursing staff by e-mail, you may use the following e-mail address at any time:

nursing@center4reproduction.com

We hope that you always find our services outstanding, but if you are ever unsatisfied with any of our services, we strongly encourage you to make us aware so that we may resolve the issue. We welcome every opportunity to improve our services and level of care.

Laboratory:

Our embryology/andrology lab is a state-of-the-art facility located in the heart of West Hollywood, CA (just minutes away from Beverly Hills and several major freeways). The lab is fully accredited and *certified with distinction* for handling human gametes (eggs and sperm) and embryos. The lab is staffed with veteran embryologists who, combined, offer more than 40 years of experience in embryology and andrology, as well as a dedicated team of nurses. Every basic and advanced andrology and embryology service is offered, achieving exceptional pregnancy rates. The laboratory is *open 7 days a week* to accommodate our physicians and patients on any given day.

In Vitrotech Labs, Inc.

9201 West Sunset Blvd, Suite 202
West Hollywood, CA 90069

Tel: 310-550-1951

Fax: 310-550-1971

[View map](#)

What to Expect:**Initial Consultation:**

The purpose and goal of your initial consultation at CCRH is both to evaluate your individual case, and to provide you with pertinent information about your care and our program. Your initial appointment is scheduled as a consultation with Dr. Mor or Dr. Woo. During this appointment you will have the opportunity to have a comprehensive dialogue with one of our physicians, review any previous treatments, and discuss options for further treatments. Generally, this appointment is approximately 60 minutes in length however, please keep in mind that your appointment may be longer or shorter depending on your unique requirements.

If you have signed an "Authorization to Release Medical Information" form and have forwarded it to our office prior to your initial consultation, we will make every effort to obtain records pertaining to prior treatments from other facilities in advance, for our physicians to review. Otherwise, if you have access to your own medical records, kindly bring them with you to your initial consultation.

Because we feel it is extremely important to obtain as much information as possible, we encourage and invite both partners, if applicable, to attend the initial consultation.

❖ Office Location

Our main office is located in Encino, CA. There are also additional satellite locations in other areas as well, for your convenience. Please go to the "Getting to Know our Center" page for alternate locations.

❖ Cancellation Policy

A fee will apply for appointments not cancelled at least 24 hours in advance. While we regret the need to do this, this policy allows us to better serve all of our patients who may be waiting for an appointment time.

❖ Billing and Insurance Coverage

Understanding your medical insurance coverage and your benefits for infertility diagnosis and treatment can be confusing and time consuming. Our office staff is available to answer questions as they arise. However, because plans vary greatly, it is imperative to provide us with a copy of your insurance card so we will have the opportunity to verify your benefits and have the information ready for you when you arrive at your appointment. CCRH participates with a limited number of insurance plans. If we do not participate directly with your insurance, there still may be "out of network" benefits which may be recovered on your behalf by our billing department. All insurance payments will be applied to your account according to the explanation of benefits. Our billing services are provided to you as a courtesy at no extra charge.

Financial Consultation:

Prior to initiating a treatment, we will conduct a financial consultation that is designed to provide you with information regarding CCRH's treatment fees, our low-cost programs, and if applicable, to understand your individual financial situation and insurance coverage. Every effort will be made on our part to provide treatment in the most affordable and cost-effective manner, and to alleviate financial stress when possible.

Diagnostic Testing:

Prior to cycle start the following lab screening/diagnostic testing *may* be necessary in order to determine the most effective course of treatment for your particular case:

❖ Semen Analysis

The semen analysis examines the volume, count, motility and morphology of the sperm, among other parameters. For an adequate sample, you must have at least 2 days of sexual abstinence but no more than 5 days prior to the collection. Depending on the results of the semen analysis, a second test may be recommended. To schedule this test, please contact our office.

❖ Baseline Follicle Stimulating Hormone and Estradiol Levels (FSH/E2)

This test is used to evaluate ovarian function. This test is completed via blood draw which is performed on cycle day 2 or 3. To schedule this test, please wait until cycle day one and then call our office. If you have completed this test within the last 6 months and the results were within normal range, you may not need to repeat it. Our physicians will interpret the results and discuss with you the appropriate course of action.

❖ Anti-Mullerian Hormone Level (AMH)

This test is used to evaluate ovarian function and is completed via blood draw. Unlike FSH testing, AMH can be obtained at any day of the menstrual cycle for added flexibility. If you have completed this test within the last 6 months and the results were within normal range, you may not need to repeat it.

❖ Transvaginal Pelvic Ultrasound

This test is a pelvic ultrasound which will be performed by one of our physicians at your initial visit or during the initiation of a treatment cycle. This simple test is useful for evaluating ovarian function and for ruling out significant ovarian and uterine abnormalities.

❖ Sonohysterogram (SHG)

This test is designed to detect subtle abnormalities within the inside cavity of the uterus (uterine polyps, fibroids, adhesions...), that may be missed with a routine pelvic ultrasound. The test is performed by our physicians in the office setting between cycle days 7-11 (after menstrual bleeding has stopped and before ovulation). Sterile water is injected into the uterine cavity through the cervix, and a simultaneous pelvic ultrasound is performed. The water separates the walls of the uterus apart and allows visualization of the uterine cavity. The physician performing the SHG will be able to interpret the results immediately and will discuss with you an appropriate course of action.

❖ Hysterosalpingogram (HSG)

This test uses x-ray imaging to highlight the shape of the uterine cavity, and to indicate any damage or blockage in your fallopian tubes. This test must be completed between cycle days 7-11. The test is performed by a radiologist at an imaging center. Radiopaque dye is injected into your uterus through the cervix, which then travels up through the uterus and into the fallopian tubes. If the tubes are open, the dye is visualized as it spills out into the abdominal cavity. If you have completed this test within the last 1-2 years and the results were normal, you may not need to repeat it.

❖ Physical Examination

A physical exam is required within seven days of providing sperm for intrauterine insemination (IUI), sperm freezing, or in vitro fertilization (IVF), for every known sperm donor, or male partner/intended parent planning to use a gestational surrogate to conceive.

❖ Infectious Disease Screening (for one or both partners)

These tests include screening for Human immunodeficiency virus (HIV), Human T-lymphotropic virus (HTLV), Hepatitis B, Hepatitis C, Syphilis, Gonorrhea, and Chlamydia. These tests are completed via blood draw. These tests are required prior to most treatments by our office, and by CA state law for the male partner. If you and your partner have completed these tests within the past 12 months, you will not be required to repeat them. The following is an exact list of the required infectious disease screening tests:

IUI, IVF, Egg Donation

HIV I and II
HTLV I and II
Hepatitis B surface antigen
Hepatitis B core antibody
RPR (Syphilis)
GC (Gonorrhea)
CT (Chlamydia)

Using Gestational Surrogate (FDA Approved Laboratory)

HIV I and II
HTLV I and II
Hepatitis B surface antigen
Hepatitis B core antibody
RPR (Syphilis)
GC (Gonorrhea)
CT (Chlamydia)
CMV total (with reflex to IgM)
HIV I, HCV, HBV NAT
West Nile Virus
Chagas

Patient Advocacy:

Because we understand our patients are going through a highly emotional experience, we are here for you should you have suggestions, concerns, complaints, or just need someone to talk to. We are constantly thriving to assist our patients, both medically and emotionally, throughout their treatment here at CCRH.