

## Terms of Business: LCRH Ltd

**Welcome to LCRH. We are committed to providing you with excellent care and support throughout your fertility journey. To ensure a positive and respectful environment for all patients, we kindly request that you read through and acknowledge the following terms of business:**

- 1. Treatment and Procedures:** Dr Chapman is actively involved with the management and treatment of all her patients, but her physical presence can be constrained by factors such as holiday, illness, and other commitments. Her experienced nursing and admin team play a crucial role in fully supporting LCRH patients. Dr Chapman tries her hardest to conduct all her patient embryo transfers and as many egg collections and other procedures as her schedule will allow. Inevitably, however, there are times when she will need to rely on the team of experienced consultants and nursing staff at the Clinic to back her up. Patients should feel reassured that this co-operation allows bespoke care whilst maintaining a comprehensive contingency arrangement.
- 2. Fertility treatment is tightly regulated** in the UK and this regulation is overseen by the HFEA. A clinic must hold a license from the HFEA to provide certain treatments and services (including the storage and use of gametes and embryos). For the purpose of these licensed services, LCRH operates as a satellite clinic of the Clinic at which the services take place.
- 3. Consent and other forms:** The regulation of fertility treatment is governed through many online consent forms, proofs of identification and occasionally paper forms. It is VITAL that these forms and questionnaires are fully and correctly completed in a timely manner. Treatment will be delayed or in extreme cases cancelled at the patient's cost if this documentation is not in place.
- 4. Respect and Courtesy:** Please treat all staff members and fellow patients with respect and courtesy. We strive to maintain a welcoming and inclusive environment where everyone feels valued and supported. Verbal or written abuse targeting any member of our team will not be tolerated and we reserve the right to cease treatment after any instance of this.
- 5. Confidentiality:** Respect the privacy and confidentiality of other patients and their personal information. Do not disclose or discuss any sensitive information about other patients within the clinic premises or outside.
- 6. Timeliness:** Please arrive on time for your appointments to help us maintain an efficient schedule. If you anticipate being late or unable to attend, kindly notify the clinic at [admin@lcrh.co.uk](mailto:admin@lcrh.co.uk) as soon as possible. There might be times when our team will run late for your appointment because additional time is needed to care for a patient before you. We always try our very best to run to time but some overruns are unavoidable, and we apologise in advance if you are kept waiting.

7. **Compliance with Instructions:** Please try to follow all instructions provided by your clinical team regarding medication administration, dietary restrictions, and any other specific guidelines related to your treatment plan. Compliance is crucial for your safety and optimal treatment outcomes, but please also feel free ask questions about these instructions - after all: it is your body and your reproductive health that LCRH is most concerned with.
8. **Open Communication:** Maintain open and honest communication with our clinical team. Share any concerns, questions, or changes in your medical history or condition that may be relevant to your treatment. Clear and accurate communication is essential for delivering the best possible appropriate care.
9. **Financial Responsibility:** Fulfil your financial obligations promptly – you will receive due dates on each invoice. Payments for IVF/ICSI, FET or IUI cycles must be paid in full no later than the date of the first monitoring scan. If you have questions or need clarification, don't hesitate to reach out to the Finance Team on [finance@lcrh.co.uk](mailto:finance@lcrh.co.uk). Please note that LCRH does NOT claim fees directly from insurance companies but will issue you with receipts and will try to fulfil the variety of documentation requests from insurers that will aid your reimbursement. These requests need to be reasonable and LCRH cannot guarantee your reimbursement.
10. **Follow Policies and Regulations:** Adhere to all clinic policies, guidelines, and regulations. These may include policies related to visitor restrictions both in LCRH clinics and other Clinics, mobile phone usage, photography, or any other rules designed to protect patient privacy and ensure a safe environment.
11. **Data:** The Patient and/or Partner must:
  - Ensure accurate personal information is provided to the Clinic.
  - Ensure that any personal change of circumstances which is deemed to be relevant to your treatment or consent is relayed to the Clinic promptly.
  - Ensure that a change of address and contact details are relayed to the Clinic promptly. If the Clinic is unable to contact you regarding frozen gamete storage due to incorrect contact details, it may lead to frozen stored embryos/gametes being destroyed.

The Patient and/or Partner has the right to access and receive a copy of their personal information, any information related to their chosen treatment (s), and other supplementary information.

By adhering to these terms of business, you contribute to creating a respectful and supportive atmosphere for all individuals involved in your fertility treatment. We appreciate your cooperation.

The LCRH Team