

FAQs:

I have embryos located at an outside clinic; however I would like to use them at Stanford Medicine Fertility and Reproductive Health (SMFRH). What is the process?

Welcome to SMFRH. We are pleased you have chosen to allow the dedicated team here, to help you grow your family. The following steps will help guide you through the process of moving your embryos to SMFRH.

1. Call to speak to a New Patient Coordinator (NPC) at (650) 498-7911, option 1, to become registered and make an appointment with one of our four physicians. Please inform the NPC of your wishes to move your embryos here for use in a cycle.
2. A NPC will inform you to bring in, mail, or fax all previous IVF records prior to your new patient consultation appointment. Included in these records should be your cryopreservation report, along with the thawing instructions. Also required are the results, to all the virology tests completed during your prior IVF cycle(s), for you and your partner. **Nothing can be shipped and a cycle cannot begin until all records have been received and reviewed by one of our Nurse Coordinators.** Not having your prior IVF records before your new patient consultation can result in delayed cycle start.
3. A Nurse Coordinator or Patient Care Coordinator (PCC) will contact you once all paperwork has been returned and reviewed to discuss if there is more documentation needed or if you are clear to have your embryos shipped here. Lastly, if all documentation is in order, the PCC will instruct you on how to contact the IVF lab to discuss dates of shipping.
4. If you are clear to ship to us, a Liquid Nitrogen Shipper will need to be arranged. At this time we do not have a liquid nitrogen shipper for rent nor do we work with any shipping agency, however for information purposes, we have included a list of a few companies that patient's have used in the past. Shipments are received Monday – Friday, 8am to 4pm.

| Shipping Area | Company | Company Phone Number |
|------------------------------------|--|---|
| Within the Bay or Sacramento areas | Swift Stork Courier (full service) | 510-290-0686 |
| Anywhere in the US | Pacific Scientific Transport (tank rental) | 866-977-2664 |
| International shipping | Kynisi Courier (full service) | +44 (0) 20-7067-0884 or kosta@kynisi.com |
| | Core Cryolab (full service) | 866-580-9872 or 416-260-2673 |

| | | |
|--|--|--------------|
| | Pacific Bio-Material Management (tank rental) | 559-977-8446 |
| | Cryoport (full service) | 949-470-2300 |

Please note: billing will commence after approximately 60 days of storage with a flat fee (not pro-rated).

I have embryos stored at SMFRH; however I would like to move them elsewhere. What is the process?

It has been a pleasure working with you during your journey to become a parent. The following steps will help guide you through the process of shipping your remaining cryopreserved embryos from SMFRH.

1. Call our main line 650-498-7911, option 3 "Speak to a Patient Care Coordinator (PCC)," then choose option 2. Once you tell the PCC your wishes to ship out your remaining cryopreserved embryos the following forms will need to be completed: Authorization for Disclosure of Health Information Consents/Releases (one for you and one for your partner) AND Consent Request for Shipment of Cryopreserved Pre-embryos. These forms can either be mailed to you or picked up at the clinic. If the forms are mailed to you the **signatures of both partners need to be notarized** prior to being sent back to the clinic. Please write ATTN: IVF RN or PCC on envelope. If you come into the clinic to complete this process, signatures of both partners can be witnessed here by one of the clinic staff. Please make sure we have your current mailing address and phone number.
2. Once all the appropriate paperwork is returned and reviewed by a Nurse Coordinator, billing will stop and you will be notified by a Nurse Coordinator or Patient Care Coordinator if there are any other documents needed. If no additional information is needed and you are clear to ship from SMFRH, the Nurse Coordinator will then explain the risks of shipping. Lastly, if all documentation is in order, the PCC will instruct you on how to contact the IVF lab to discuss dates of shipping. **Please note:** storage fees are flat rates, billed every year, on your embryo's cryopreservation anniversary date, and are not prorated. Should your embryos be shipped prior to the end of the current billing period, you will receive a bill for the full year.
3. If you are clear to ship from us, a Liquid Nitrogen Shipper will need to be arranged. At this time we do not have a liquid nitrogen shipper for rent nor do we work with any shipping agency, however for information purposes, we have included a list of a few companies that patient's have used in the past. Shipments are sent out Monday – Wednesday, 8am to 4pm.



Stanford
MEDICINE

Fertility and
Reproductive Health



Stanford
Children's Health

Lucile Packard
Children's Hospital
Stanford

| Shipping Area | Company | Company Phone Number |
|------------------------------------|---|---|
| Within the Bay or Sacramento areas | Swift Stork Courier (full service) | 510-290-0686 |
| Anywhere in the US | Pacific Scientific Transport (tank rental) | 866-977-2664 |
| International shipping | Kynisi Courier (full service) | +44 (0) 20-7067-0884 or kosta@kynisi.com |
| | Core Cryolab (full service) | 866-580-9872 or 416-260-2673 |
| | Pacific Bio-Material Management (tank rental) | 559-977-8446 |
| | Cryoport (full service) | 949-470-2300 |

I have embryos stored at SMFRH; however I would like to discard them. What is the process?

The team at SMFRH would like to thank you for entrusting us with your precious cryopreserved embryos. Please call our main line 650-498-7911, option 3 “Speak to Patient Care Coordinator (PCC),” then choose option 2. The Consent to Discard Cryogenically Preserved Embryos can be mailed to you; in this case **signatures of both partners need to be notarized** prior to being sent back to the clinic OR signatures of both partners can be witnessed here by one of the clinic staff. Please ensure we have your current mailing address and phone number. Lastly, please write ATTN: IVF LAB on envelope. Once the discard consent has been received and reviewed by our IVF Lab, billing will stop. **Please note:** storage fees are flat rates, billed every year, on your embryo’s cryopreservation anniversary date, and are not prorated. Should your embryos be discarded prior to the end of the current billing period, you will receive a bill for the full year. There is a 60 day waiting period, dated once the consent is received, after which the embryos are discarded.

I have embryos stored at SMFRH; however I would like to donate them to research. What is the process?

Research is an honorable and valuable method to improve life. We would like to thank you for your generous gift. By calling our clinic’s main number 650-498-7911, option 3. Please ask to speak to or leave a message for an IVF Nurse Coordinator or Patient Care Coordinator about



Stanford
MEDICINE

Fertility and
Reproductive Health



Stanford
Children's Health

Lucile Packard
Children's Hospital
Stanford

your wishes for advancing research. Your information will be forward to our esteemed Research Coordinator, who will contact you with further information. Once all your paperwork is complete and reviewed by the Research Coordinator, billing will stop. **Please note:** storage fees are flat rates, billed every year, on your embryo's cryopreservation anniversary date, and are not prorated. Should your embryos be donated prior to the end of the current billing period, you will receive a bill for the full year.

Although SMFRH does not contract with any outside shipping companies, who have other patient's used to move their embryos?

Please be advised that no shipping tanks will be accepted or sent until all paperwork has been completed and reviewed either by one of our Nurse Coordinators or Embryologists, at which time you will be called to inform you if you are clear to ship. Swift Stork Courier offers shipping services within the greater Bay and Sacramento areas; phone number is 510-290-0686. Pacific Scientific Transport offers shipping anywhere in the continental USA; phone number 866-977-2664. International shipping can be arranged through Kynisi Courier at +44 (0) 20-7064-884 or kosta@kynisi.com, Pacific Bio-Material Management at 559-977-8446 or Core Cryolab at 866-580-9872. Shipments are sent out Monday – Friday, 8am to 4pm.