



Sarah's Conversation with the Infertility Nurse
Interpreting Practice Dialogue Transcription
English-English

(Phone rings)

Sarah: Hi this is Sarah Jeffries calling. I'm one of Dr. Madsen's patients. I'm calling to get another prescription for Clomid and Gonal F for our next round of fertility treatments.

Coordinator: Hi Sarah, this is Melanie, one of the coordinators. Please confirm your birthdate for me and I'll get you connected with one of Dr. Madsen's nurses.

Sarah: Sure. My birthdate is July 14, 1986.

Coordinator: Thank you, Sarah. I'm going to transfer your call to Rita, one of our nurses.

Sarah: Thank you.

Nurse: Good morning, this is Rita. Melanie tells me you are calling about refilling your medication.

Sarah: Hi Rita, that's right. My husband and I came in for an ultrasound recently and were told this cycle wasn't successful. I'm calling to get prescriptions for Clomid and Gonal F sent to our local pharmacy.

Nurse: Ok, I understand. Give me a minute to read through Dr. Madsen's last note and then I can help you with that.

Sarah: Ok, great.

Nurse: Thanks for waiting. Unfortunately, based on what I'm reading here we're not going to be able to continue with this treatment. You've been through four cycles without any improvement in egg maturation or uterine thickness. I'm afraid we're going to need to schedule you an appointment with Dr. Madsen to talk about next steps.

Sarah: So, that's it? You're not going to be able to refill my prescriptions?

Nurse: I'm afraid not. You'll have to come in and talk to the doctor about other options.

Sarah: But, the doctor told me if this treatment didn't work the next step would be IVF and we can't afford that right now. Are you sure we can't try for one more cycle and see if the medication works?

Nurse: I understand your concerns, but our protocol only allows us to try this treatment for four cycles and you've already done that. If the current regimen hasn't worked up until now, it's unlikely you would see any benefit from trying it for another month. It wouldn't make sense to buy more of the same medication at this point. I encourage you to write down any questions or concerns you have and bring them to the appointment with Dr. Madsen.

Sarah: Ok, that's not what I was expecting. I'll talk to my husband, and we'll make an appointment with the doctor soon.

Nurse: That sounds like a good plan. I'll connect you with Melanie again to make that appointment. Have a good day.

Sarah: Thank you, Rita.