



AUSTRALIAN MENOPAUSE CENTRE

ABN: 25 123 859 861
436 - 438 Burwood Road
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Ph: 1300 883 405 **Fax:** 02 9370 7290

Email: info@menopausecentre.com.au

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Please take some time to thoroughly read through the following information and have it handy at the time of your Welcome Call. We look forward to speaking with you soon.

Welcome Call

As confirmed you have been booked in to speak to a consultant who will welcome you to your treatment program, explain the program thoroughly and answer any further questions you may have. We ask that you have this letter with you at the time of this call to ensure we have covered everything with you. The consultant you are booked with will organise an appointment for you to speak with a clinical assistant 2 weeks from your start date of the medication component of your treatment program.

Pathology Test

Your pathology request form will be sent to you within the next 48 working hours. Please read the instructions.

If you have a regular cycle you may need to have the pathology test undertaken between days 14 and 21 of your cycle after commencement of your treatment program. Normally the doctor will have suggested to you what needs to be done and it will be noted on your pathology forms. If in doubt please confirm this with us.

If you are taking your medication morning and evening please DO NOT TAKE the MORNING DOSE the day of the test until the blood has been taken. This means that you can take the MORNING dose AFTER your pathology test has been completed. Make sure too, that you do take the evening dose as normal if that is how it has been prescribed.

WE NEED YOU TO TELL US AS SOON AS POSSIBLE ONCE YOUR TEST HAS BEEN DONE. YOU CAN CALL OR EMAIL US.

Patients who are transferring treatment from Synthetic HRT to Bio-Identical HRT

a) Oral synthetic HRT

Please disregard all your synthetic hormones except for 5 doses. Take your bio-identical hormones daily and 1 x synthetic hormones every other day until they are finished. i.e. by day 10 you will no longer have any synthetic hormones left.

b) Patches synthetic HRT

1. Apply your synthetic patch for 3 days, remove for 2 days then apply another patch for a further 3 days and discard all other patches. BHRT is taken or applied daily throughout this process.
2. For weekly administered patches apply for 1 whole week as well as the BHRT i.e. take both at the same time for 1 week then discard all other synthetic HRT and continue with daily application of BHRT.

Acknowledgement Forms

You may have also received acknowledgement forms for other hormones such as DHEA or Oxytocin. It is very important that you read these and also that you then return your signed Acknowledgement form to AMC just in case after any further review it is recommended that you try these hormones. This will help prevent further delay should you want this added to your medication.



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Medication

Your medication will be sent to you either monthly or bi monthly depending on your treatment program. Please remember that it is very important that your medication is always fresh and that it is designed to last for the prescribed period. If we at any time need to adjust the medication we will either increase the dose and will supplement any shortfall or if we decrease the dose, we need you to discard any leftover medication and start any fresh batch when it is due to be started. This will help to ensure you always have fresh medication and will help avoid confusion by not having bits and pieces of varied doses of medication left over. Fresh medication will always be effective. We cannot guarantee the efficacy of any medication older than the use by date.

Payment Schedule

If you have been set up on a periodic payment this has been set up for you on a payment plan of between monthly and 6 monthly as organised on your initial consultation. On a set date your nominated account will be debited for the corresponding amount depending on which payment option you have chosen.

You may choose to change your debit details such as nominated account, billing period, billing date or billing amount as the need arises. We request 3 working days to update any changes to allow adequate time for your request to be processed.

Receipts

Your Official pharmaceutical receipts are issued monthly, regardless of whether you are on a monthly or bi-monthly program. This is to ensure maximum benefit when claiming with your health fund. Please note, most health funds do accept bio-identical hormones as part of their pharmaceutical cover, however some health funds do not. Please contact your health fund for clarification as to whether you can claim on your treatment program.

15 Day Review

At your welcome call a 15 day review with the Clinical Assistant will be booked in order to review your progress. We need to know a suitable time to make this appointment.

Dosage Changes

Please note that any change to your dose as outlined previously will be supplemented if needed, quickly at no extra charge or will be arranged for your next dispense when it is due. Sometimes the doctor will feel that it is necessary to add extra hormones to your medication. If this is the case this will incur a small charge of \$7.00 for every hormone added to your existing application of medication after the initial 2 hormones. This may of course not be necessary unless more hormones are recommended by the doctor. Should other applications of further medication be required this will be addressed at that time.

Regular Support

We offer you a team of staff to assist you on your treatment program. Clinical assistants assist our medical director and other doctors. Any one of our clinical assistants will be able to assist you.



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Fine Tuning Dosage Side Effects

From time to time, some patients will encounter side effects. These are not something to be overly concerned about and usually mean that the medication may need to be adjusted. Remember, your body is adjusting to the medication and experiencing certain hormonal changes which sometimes require 'fine tuning'.

a) Starting Treatment on Oestrogen + Progesterone, Possible Side Effects Can Be

- Breakthrough bleed (period) – Unless patient has had a hysterectomy
- Breast Tenderness
- Worsening of HFs, feeling overheated
- Fluid Retention
- Clear vaginal discharge
- PMS like symptoms
- Feeling more irritable/ moody
- Nausea
- Increase sugar cravings

b) Starting treatment on Progesterone, possible side effects can be

- Can have a period soon after starting the treatment, which is all right
- Increased PMS like symptoms
- Light headed, foggy head
- Dry mouth (if on Troches)

What will be done if that happens?

This is nothing to worry about we need to work with you to get the balance right. Some people experience these symptoms whilst others do not; the important thing is to work with us to get the right balance as quickly as possible.

A large number of patients feel better within a very short time after starting the medication.

We do not want you to suffer in silence - let us know! We are here to help and rely upon your communication with us as well as our attempts to make contact with you.

It is vital that you take your medication as prescribed and not to miss out on doses if at all possible. The idea of regular dosage is to ensure that your hormones remain balanced and that your symptoms are then under control. By taking your bio – identical hormones correctly and regularly, the sooner you will no longer need them. This is not a quick fix but a process that may take 3-6 years when taken correctly. After a reasonable period of being symptom free we should be able to start the process of weaning off the Bio-identical Hormones.

Progesterone

If progesterone is one of the components of your medication please note the following:

Progesterone is normally prescribed as an evening dose to aid sleep however if you are a shift worker you need to ensure that you take it 1 to 2 hours before bed.

Weaning Off Your Bio-Identical HRT

The weaning off process is a crucial part of the treatment program and needs to be done under the supervision of the Doctor and the Clinical Support team.

Please read the attached Menopause Booklet carefully and if you do have any further questions don't hesitate to call us on 1300 883 405.

We are delighted to have this opportunity to assist you and look forward to working with you throughout your program.