

Patients' code of Conduct and "COVID-19" care instructions

- 1- Please complete triage questionnaire accurately and candidly.
- 2- Report any change in your medical status
- 3- Report any change to your exposure status coming in contact with infected person or individuals put under isolation
- 4- Wear face cover in the clinic at all times
- 5- Maintain social distancing with other patients and staff
- 6- Practice hand hygiene on entry and exist from the clinic or when moving to new section within the clinic
- 7- Please follow staff instructions regarding flow in the clinic
- 8- No walk in into the facility for any reason. Make an appointment please.
- 9- Come to clinic on time otherwise you may be asked to wait in your car until your appointment time
- 10- Do not bring a chaperon for your appointment. Only patient undergoing test or procedure will be allowed, (partners will be allowed in special circumstances as indicated).

Below are specific instructions to be followed strictly at Astra to ensure your safety and staff safety attending the facility:

1-Number of clients at any one point in time and duration spent in the clinic will be kept to a minimum. Please stick to given appointment time. There is no walk ins. Only patients with appointment will be allowed in. We have adjusted time slots for appointments related to blood work and ultrasound to allow for surfaces cleaning and to prevent sitting in the waiting room unless absolutely necessary. Strict Social distancing guidelines will apply in the waiting room. Strict hand Hygiene and frequent surface disinfection will always be practiced.

2- At the facility entrance, you will be screened by staff member in full PPE gear. You will be asked questions and your temperature will be taken. You will be given a pass sticker if you can enter.

Face cover will be adopted from the moment of entry and only patient undergoing investigations will be allowed. All staff will be wearing masks except for those coming in close contact with you (Phlebotomists, Ultrasound technologists and staff doing procedures), all will be wearing full PPE gear. Social distancing and hands fertilization would be strictly applied. Strict infection control measures will be applied in our facilities including hand hygiene and vigorous repeated surface disinfection.

3- Cycle Monitoring Clinical encounters with MD or nursing staff will be done virtually as applicable.

4- Consents and information will be exchanged electronically and witnessed virtually.

5- Fees will be payed preferably by credit cards and over the phone.

6- Sperm samples will not be collected in the clinic unless clinically indicated.

7-Only patient are allowed in for procedures.

8-All booked clinical consults are virtual.

9-Drug pick up at the clinic will be left for you in the designated area at the reception desk

I have read the above code of conduct and instructions and will do my best to follow and implement in order to protect myself, fellow patients and Astra staff.

Name: _____

Date: _____

Signature: _____

Your compliance and cooperation are required to ensure your safety and safety of staff members.