

Dr. Patricia Gervaise
Counseling Services

Frequently Asked Questions

Do I have to be a client at the Ottawa Fertility Center to see you?

Any individual or couple who has concerns about reproductive health, fertility, and/or fertility treatment and its outcomes is welcome to book an appointment. You do not have to be a client of The Ottawa Fertility Center.

How do I book an appointment with you?

The best way to reach me is by email at pgervaise@conceive.ca I have found this is the most efficient way for us to book appointments and communicate general information. I can also be reached by phone at 613.686.3378 (ext 315). I try to return emails the same day and try to return phone calls within 24 hours.

How long do I have to wait for an appointment?

If your problem is urgent, I will try to see you within one week. I can usually see you within two weeks for less urgent concerns. If you are coming for a required donor or surrogacy visit there is typically a larger window for us to arrange a time that is in keeping with your scheduled medical appointments.

What are your office hours?

Tuesday through Friday: 10am through 4pm

Saturday: 9am through 2pm

Please note there is usually a long wait list for Saturday appointments.

What information will you need when I book an appointment?

I will need to know why you would like to see me and who has referred you.

Where is your office?

My office is located on the second floor of The Ottawa Fertility Center, 955 Green Valley Crescent, Ottawa, Ontario. You can get directions on the clinic web site (www.conceive.ca)

Do you do phone visits or videoconferencing?

Yes, I do under certain circumstances. If you live outside the Ottawa area or are unable to come in to the clinic (for example, you are on bed rest due to medical concerns) we may be able to arrange an appointment by Facetime or Skype. If you live in an area where internet service is problematic we can also discuss the possibility of a telephone visit as an alternative to an in-office visit.

Do you speak French?

Unfortunately I only provide services in English. I will be happy to refer you to a colleague who can provide service in French.

What are your fees?

My fee for service is \$190 for each one hour counselling visit. This fee does not change whether you come as an individual or with your partner.

If you are requesting a consultation report regarding sperm or egg donation or surrogacy, there is an additional fee based on your requirements. Please discuss this with me when you book your initial appointment as these costs vary based on your specific request.

Are your fees covered by insurance?

As a licensed psychologist, my fees are usually covered by third party health insurance which most people have as part of their work benefit package. The amount covered per session and total amount of coverage per year can vary according to your insurance plan so be sure to have a look at yours. Also, you may need to check your policy ahead of time to see if you need a written referral from your physician in order to claim reimbursement.

If I am using a known donor or a surrogate, will my third party health insurance cover their fees?

You will only be able to claim your own counselling fees. However, while many intended parents expect to cover all costs, the donor and/or surrogate may wish to claim the fees under their own third party health insurance plan. You may want to discuss this with your donor and/or surrogate ahead of time.

What forms of payment do you accept?

You can pay with debit card, major credit card, check or cash. Payment is due at the end of the session and you will be issued a receipt to submit to your insurance company.

What is your cancellation policy?

I appreciate at least 24 hours notice if you need to change an appointment. Even same day cancellations are acceptable for reasons outside your control such as illness or unexpected demands in the workplace. There is a fee of \$125 which will be applied if you make an appointment and do not keep it and have not cancelled either by email or voicemail.

Related References

Gervaize PA. [Voices from the field – Fertility clinic counseling perspective](#). In: Tremblay RE, Barr RG, Peters RDeV, eds. Encyclopedia on Early Childhood Development [online]. Montreal, Quebec: Center of Excellence for Early Childhood Development; 2004:1-3. Accessed [Jan. 30, 2008].

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