

To the CRH Community of patients,

I am the Senior Embryologist at Tennessee Fertility Institute (TFI), and I am the individual who has been personally maintaining the dewars at CRH during this interim period. Many of you have reached out to me during this time, and I am grateful for that connection. I also know that many of you do not know me, and I would like to remedy this and introduce myself.

I have served as an Embryologist for over thirty years, and I work with a team at TFI that collectively brings over 80 years of experience in this field. TFI's leadership believes that it is important for all patients, regardless of where they seek treatment, to have a safe location for their stored tissue. Our physicians are committed to making fertility care more accessible to those who have had their care interrupted. As a former patient, I understand the infertility journey on a personal level and my heart goes out to each of you, and I want to provide the highest standard of care for your tissue.

Under the agreement with the State of Tennessee and the Receiver for CRH, TFI has assumed custody of the storage tanks on behalf of CRH and moved them to our state-of-the-art laboratory facility, integrating them into our industry-leading dual-monitoring systems. If you follow our social media accounts, we recently posted a video with a tour of our cryo storage facility and demonstration of our security measures. Our monitoring systems monitor the temperature inside the tanks and send alerts to the embryology team if the environment levels fall outside the threshold. We will be able to monitor the tanks on a daily basis. It will be much easier to monitor the dewars now that they are in TFI's facility.

The company that moved the dewars to TFI does this routinely for fertility clinics all across the country. They have been trained in proper handling and shipping. This type of bulk movement for a short distance is very low risk to the integrity of the materials, particularly weighed against the materials remaining at CRH's closed facility.

We have relationships with the industry-leading cryo couriers who can safely move tissue to wherever patients decide to pursue their care. Patients remain free to choose their clinic and cryostorage partner, and TFI will facilitate transfer of tissue at the patient's request.. TFI is willing to store the tissue free of charge for the first year, or we will ship it to a clinic or storage facility of your choosing at no cost.

We appreciate your patience and your trust as we move forward to provide a safe environment for your tissue and a path to accessibility of care for each of you.

Take Care,

***/s/ Jennifer Miller***

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## CRH Transition FAQs for Patients

We are pleased to have entered into an agreement with the Receiver for CRH and the Tennessee Attorney General's office to assume custody of CRH's cryo storage tanks to ensure the safety and care of patient tissue.

Given the unprecedented situation involving CRH and implications for its patients, TFI voluntarily assisted the Receiver during the last several months in safely maintaining CRH's tanks while a long-term solution could be arranged.

Under the agreement, TFI has assumed custody of the tanks on behalf of CRH and moved them to TFI's state-of-the-art laboratory facility, integrating them into TFI's industry leading dual-monitoring systems.

Patients may elect to maintain their tissue at TFI or have their tissue moved to a lab or storage facility of their choice. No fees will be charged by TFI for preparing tissue for shipment, but patients will be responsible for shipping fees and fees for services at a different lab or storage facility unless separate arrangements are made (note that there will be a bulk transfer to Nashville Fertility Center where patients will not be responsible for shipping fees). TFI will continue to work with the Receiver and the Attorney General's office to maintain the safety of the tissue while also ensuring patient choice for their long-term storage solutions.

### Important FAQs and potential questions:

Why did TFI agree to take custody of CRH's cryo storage tanks?

- TFI believes that it's important that all patients, regardless of where those patients seek treatment, have a safe location for their stored tissue and is committed to making fertility care more accessible and for these patients who've had their care interrupted, we have the capability to safely move and store them so that they can continue their treatments.
- We also have relationships with the industry-leading cryo couriers who can safely and quickly move tissue to wherever patients decide to pursue their care.

What are the terms of the agreement?

- Under the agreement, TFI has assumed custody of the tanks on behalf of CRH and moved them to our state-of-the-art laboratory facility, integrating them into our industry-leading, dual-monitoring systems. TFI will be the custodian on behalf of CRH – but that does not mean that former patients of CRH are required to become patients of TFI. Patients remain free to choose their clinic and cryostorage partner and TFI will facilitate transfers of tissue at the patient's request.

What should I do if I was in the process of selecting an embryo for donation?

- If patients have adopted embryos, those embryos will be handled in accordance with the patient's wishes. Unadopted embryos will be held in storage until a final plan is presented and approved by the Court.

Are my eggs, embryos, sperm safe?

- Yes, your tissue is safe at TFI. We ensure all the processes and procedures related to the safekeeping of our tissue exceed safety standards.
- We have a dual tank monitoring systems that provide 24/7 continuous monitoring (industry standard is only one monitoring system) and a tank retirement policy to replace cryo storage tanks after 10 years of service (industry standard is 30 years).
- Our monitoring systems monitor the temperature inside the tanks and send alerts via cell signal if the temps or levels fall below the threshold. Our thermal video surveillance monitoring system checks

the outside of the storage tanks for early indication of a vacuum seal breach and this system allows us to visually verify the status and integrity of all tanks from anywhere.

Can I move my eggs, sperm, embryos?

- Yes, you can move your tissue to any clinic or storage facility of your choosing.

Do I have to stay with Tennessee Fertility Institute?

- No, you are under no obligation to continue your care or store your tissue at TFI.

Will I be charged for the storage or transport of my specimens?

- No transportation fees will be charged to patients for the movement of the tanks from CRH to TFI and no storage fees will be charged to patients by TFI for the first six months after TFI receives the tanks. There will also be no transportation fees charged to patients who choose TFI or Nashville Fertility Center in time for their tissues to be included in the arranged bulk transfer. Please check with your selected care provider for any other accommodations for storage and transport.

Will I be able to use my embryos locally?

- Yes, TFI is happy to continue your fertility treatment under the care of our physicians and staff.
- Nashville Fertility Center is also accepting CRH patients for continuation of your fertility treatment.

What should I do to become a patient of TFI?

- Call [615.721.6250](tel:615.721.6250) or request an appointment [here](#).

What should I do if I want to move my tissue to another facility, including Nashville Fertility Center?

- If you would like to have your tissue transported to another facility, including Nashville Fertility Center, please contact us via email or phone.  
Email: [jmiller@tnfertility.com](mailto:jmiller@tnfertility.com)  
Phone: 615-639-0727
- Our Embryology and Cryo Services team will assist you in arranging a courier service and moving your tissue to your desired facility, or assist you with arranging long term storage at an accredited long term storage facility.

What should I do if I want to discard or donate my tissue?

- If you would like to discard or change the disposition of your tissue please contact us via email or phone.  
Email: [jmiller@tnfertility.com](mailto:jmiller@tnfertility.com)  
Phone: 615-639-0727

If you need additional assistance please contact us at our main office phone of 615-721-6250 or visit our website at [www.tnfertility.com](http://www.tnfertility.com).