

Re: Covid-19 Pandemic

August 10, 2020

Dear patients, families and friends,

All of us at RCCA Central Jersey are closely monitoring the state of the Covid-19 pandemic in New Jersey and will be adjusting practice procedures in accordance with the current status of the pandemic. To protect our patients and our ability to continue to care of them in a safe and uninterrupted manner during this crisis, we continue to make significant changes to how we operate our offices.

Our main goals are to decrease the risk of infection to our patients and to protect our staff, not only for their safety, but also to maintain our ability to continue to provide care to patients in need during the pandemic.

In order to achieve these goals, we have implemented new procedures and will follow these measures:

1. All of RCCA Central Jersey's locations, in East Brunswick, Edison, Hamilton, Monroe, Somerset and Somerville are currently open. We are offering in-office visits, chemotherapy treatment and infusions at our offices.
2. We are also utilizing the remote, video-based telemedicine system *Doxy*, where patients can see their Provider from the safety and comfort of their homes. For additional information on how Doxy works, visit <https://centraljerseyrcca.com/services/telemedicine/>. Patients can schedule telemedicine or in-office visits. However, as we are still limiting the number of visits to our offices for safety reasons, wait time may be longer for the scheduling of in-office visits.
3. All new patient records will be reviewed, and patients with a new diagnosis of cancer will be seen within 24 to 48 hours as dictated by our present policy. These visits may be scheduled in-office or through our telemedicine system.
4. We continue to have extended office and infusion hours to decrease the number of patients in the office and in the chemotherapy rooms at any given time, to allow for social distancing and decrease the risk of viral transmission. Our office hours are now 7am to 7pm Monday through Friday.
5. To further enhance patient safety, we have created two satellite phlebotomy draw stations for labs in our East Brunswick and Edison offices. These stations are set aside in protected areas to ensure patients have limited contact with others in these offices. All RCCA CJ patients who had previously had routine lab draws completed inside these offices will be scheduled in the satellite locations. For patients going to our other offices, they are also welcome to schedule draws at the satellite labs in East Brunswick or Edison.
6. Patients will be called 24 hours in advance of their visits (labs/treatment/injections/office visits) to be asked Covid screening questions. If patients are deemed at risk of infection, treatment and lab appointments will be delayed. Office visits will be converted to telemedicine.
7. We have implemented *Clearwave*, a new remote check in process (mobile or email). We strongly encourage our patients to complete the pre-check process through this new system, to maximize safety and shorten your wait time. Those completing check-in by using this process

will be permitted to wait in their cars when they arrive at our offices. If you are not able to complete the remote pre-check process, please check in at our new *Clearwave* kiosks, located in our waiting rooms. We remind all to please remember to practice social distancing while using the kiosks.

8. Barring rare instances, we continue to ask that all companions, including family members, wait outside the office or drop off patients to decrease the risk of infection.
9. All patients and visitors entering our offices will have their temperatures taken on arrival.
10. Staff will be wearing surgical masks and face shields to decrease the risk of cross contamination.
11. All of our non-essential staff are conducting business off site to reduce the number of people in our offices, and therefore the risk of infection.
12. We maintain stringent cleaning procedures for all of our office and all devices you may come in contact with, such as blood pressure cuffs and pulse oximeters.

We remind everyone to practice social distancing, avoid large gatherings during the pandemic, and wear masks. We appreciate your understanding and patience while we implement new systems to ensure the best of care during this ongoing pandemic. Please stay safe!

Bruno S. Fang, MD
Managing Partner
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