

Re: Covid-19 Pandemic

December 22, 2020

Dear patients, families and friends,

Cases of Covid-19 are again rapidly rising in New Jersey. Given the nature of our practice, we have a large number of patients who are immunosuppressed and especially vulnerable to severe Covid-19 infections.

In order to keep our patients safe and to continue to provide the highest level of care, **we must again limit in-person visits and maximize the use of telemedicine**. Patients already scheduled for in-person visits will be contacted to change their visit to telemedicine whenever possible.

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 wanted to highlight the following;

1. All of RCCA Central Jersey's locations, in East Brunswick, Edison, Hamilton, Monroe, Somerset and Somerville are currently open.
2. Due to the rising number of Covid-19 counts across all states, there is an increased risk of spread upon return from any travel. We are following the recommendations of the New Jersey Dept. of Health advising against all nonessential travel beyond our immediate region of New York, Connecticut, Pennsylvania and Delaware. Patients returning from travel beyond this immediate region will not be permitted in our office for 10 days from their return. As a result, treatment, in-person office visits or lab draws may be delayed. Please keep this in mind before making travel plans.
3. Companions or visitors are not currently allowed. Providers can call any visitor who would like to be involved in the care of a patient.
4. We are also continuing to utilize 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/>.
5. 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.
6. We will continue to use our 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.
7. 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.

8. We are now using *Clearwave*, a 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, then enter our offices 5 minutes prior to their appointment time. Our staff will call any patients who do not enter our offices 5 minutes prior to their appointment time to check on the status of their arrival. 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.
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 Infection.
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.

Best wishes for the holidays, and for health and happiness throughout the coming year!

The Physicians at RCCA Central Jersey