

**VCU**

Date: June 8, 2020

Subject: Updated Contingencies for Stem Cell Transplant and CAR-T patients at VCU Massey's Cellular Immunotherapies and Transplant Program (CIT)

Dear colleagues,

As we all have been navigating the shoals of patient care and a changing COVID-19 climate, this time of social isolation and practice change has given us time to develop testing resources and flatten the infection curve to offer adequate care resources. With Virginia beginning the first phases of reopening, we are likely to see a new uptick in new cases, which may extend into the traditional flu season; however, we are better prepared now than when this pandemic began.

In March, you all received a letter outlining our initial strategy for mitigating the impact of COVID-19 on patients undergoing bone marrow transplantation and CAR T-cell therapies. Under that initial process, many patients were assessed by both their disease risk and their COVID-19 infection risk while undergoing transplantation in the absence of available pre-screening COVID-19 testing. These actions have allowed the Cellular Immunotherapies and Transplant (CIT) Program, along with VCU Health and Massey Cancer Center, the time and resources to develop a robust COVID-19 testing and screening capacity that we have adapted to the unique risks and needs of CIT patients. With these capabilities in place, we are now ready to relax these policies, which limited the number of patients proceeding to transplantation. From our results of the past two months, we have seen that we may now safely bring most of our patients in pre-transplant consultation to transplantation. Thus, many of the deferred and new patients we share will be coming to transplant more quickly. These new algorithms mirror those very recently proposed by the European Society for Bone Marrow Transplantation ([Bone Marrow Transplant. 2020 May 13:1-6. doi: 10.1038/s41409-020-0919-0. Online ahead of print.](#))

The new processes in place are as follows:

1. We will still defer patients with significant organ dysfunction, particularly cardiac and pulmonary, given their especially high risk if COVID-19 infected. We will re-assess this decision in the coming weeks as part of this scaled return to pre-pandemic CIT operations.
2. All patients undergoing pre-transplant and post-transplant testing procedures will be screened for COVID-19 even if they are asymptomatic. Patients with negative results in the past 72 hours will be acceptable.
 - a. Patients undergoing post-transplant chemotherapy or maintenance administered at the CIT program will also be tested within 24 hours of therapy.
 - b. As you can see from the attached information from VCU Health System, there are many testing resources that may be used throughout the state in addition to outpatient testing capabilities in each referring oncology office. This list of testing locations is provided for your convenience and will hopefully reduce the inconvenience of patient travel while maintaining a high level of surveillance.
 - c. Our transplant coordinators will work with your offices for local testing if available and when needed.
3. All patients admitted for transplant or CAR-T chemotherapy will similarly be screened for symptoms the day prior to admission; all patients will be screened for COVID-19 at this visit.

4. Critical caregivers of CIT patients with potential COVID-19-related symptoms will have access at VCU Health System to COVID-19 testing with short turnaround time to reduce the chances for COVID-19 transmission.
5. All patients being admitted with any post-transplant symptoms, whether likely to be COVID-19-related or not, will undergo a rapid rule out test. In this way, negative patients will be able to be sent to the inpatient CIT Unit without delay and with confidence that they will not pose an infectious risk to the other vulnerable patients.
 - a. For those who are tested positive, a dedicated COVID-19 treatment area for CIT and leukemia patients has been created to provide the appropriate levels of non-ICU care.
 - b. We continue to partner with our critical care colleagues for CIT patients requiring ICU care for both COVID-19 and non-COVID19-related issues in appropriately dedicated environments.
6. All patients and staff will be wearing appropriate masks and PPE for face-to-face encounters. Expanded use of telehealth and capitalizing on several remote testing resources will also provide an enhanced level of safety and allow for physical distancing.
7. Until a sustainable strategy for widespread COVID-19 screening of visitors can be implemented, we will be following the VCU Health System guidelines limiting patient visitation and using telehealth for incorporating families into inpatient and outpatient communication.
8. We continue to see all patients referred for consultation, using expanded telehealth platforms with great success.
9. We expect that a gradual “unpausing” of non-COVID-19 clinical trials may also occur over the coming weeks. These decisions are made jointly by the cancer center, the local principal investigator and the study sponsor.

We are honored by the trust that you and your patients place in us to provide the very best in care. This ongoing collaboration of prevention, environmental care and decisive intervention with you, our partners, is essential. In this way, we expect to continue to deliver the highest quality of care to the patients we share in the face of what will likely be a long reality of COVID-19 mitigation for vulnerable patients.

Best Regards,

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Attachments: Patient Reactivation Safety one sheet and Test Sites for COVID Testing

Sites for COVID-19 Testing – Must call to make an appointment

These sites are within a 100 mile radius from VCU Massey Cancer Center

There are currently four on-site, drive-thru testing locations available at VCU Health for Massey patients:

1. Downtown Richmond – located on the top level of the VCU Health Visitors Parking Deck at 550 North 12th Street (Monday-Wednesday, Friday-Saturday, 7 am – 3:30 pm; closed Thursday)
2. Stony Point – located at 9105 Stony Point Parkway (Monday-Wednesday and Friday, 7 am – 3:30 pm; closed Thursday)
3. South Hill – located at 412 Durant Street (Monday-Tuesday, Thursday-Friday, 8:30 am - 4 pm and Wednesday, 8:30 am – 12 pm)
4. Fredericksburg (by appointment only) – located at 10528 Spotsylvania Avenue (Monday-Friday, 8 am – 4:30 pm)

Additionally, there are two sites where patients can be tested inside a VCU Health clinic:

1. Short Pump – located at VCU Health’s PACE clinic at 11958 West Broad Street (Monday-Friday, 7 am - 5 pm)
2. Colonial Heights – located at VCU Health Orthopedics at 131 Jennick Drive (Monday-Wednesday and Friday, 7:30 am - 4 pm; closed Thursday)

The following testing sites are listed on the Virginia Department of Health website at the link below, which can give you more sites in Virginia with directions and more information.

<https://www.vdh.virginia.gov/coronavirus/covid-19-testing/covid-19-testing-sites/>

1. Vernon J. Harris Medical & Dental Center 719 N. 25th Street, Richmond VA 23223

Phone: 804-780-0840

2. Daily Planet West Grace Health Center 517 W. Grace Street, Richmond VA 23220

Phone: (804) 783-2505

3. CrossOver Healthcare Ministry – Richmond Health Center 108 Cowardin Avenue, Richmond VA 23224

Phone: 804-655-2794

4. Community Supermarket 1915 Mechanicsville Turnpike, Richmond VA 23223

Phone: 804-205-3701

5. Eastern Henrico Recreation Center 1440 N. Laburnum Ave. Richmond VA 23223

Phone: 804-205-3701

6. Southwood Apartments 1200 Southwood Pkwy, Richmond VA 23224

Phone: 804-205-3701

7. Patient First Mechanicsville 7238 Mechanicsville Turnpike, Mechanicsville VA 23111

Phone: (804) 559-9900

8. Patient First – Midlothian 8110 Midlothian Turnpike, Richmond VA 23235

Phone: 804-320-8160

9. Richmond Pediatric Associates 7521 Right Flank Rd, Mechanicsville VA 23116

Phone: (804) 559-0447

10. KidMed Urgent Care Mechanicsville 8356 Bell Creek Road, Mechanicsville VA 23116

Phone: 804-509-5437

11. Richmond, VA Urgent Care Center 8040 W. Broad St., Richmond VA 23294

Phone: 804-346-0927

12. BetterMed Urgent Care Regency Square 1380 N. Parham Road, Richmond VA 23229

Phone: 804-821-0010

13. CrossOver Healthcare Ministry – Henrico Health Center 8600 Quioccasin Road, Suite 105, Henrico VA 23229

Phone: 804-655-2794

14. Patient First Parham Urgent Care 2205 N. Parham Road, Richmond VA 23229

Phone: (804) 270-2150

15. Good Health Express (Bon Secours) 9851 Brook Rd, Glen Allen VA 23059

Phone: 804-893-8702

16. Patterson Avenue Family Practice 9600 Patterson Avenue, Richmond VA 23229

Phone: 804-741-6200

17. AFC Urgent Care 12731 Stone Village Way, Midlothian VA 23113

Phone: 804-379-1500

18. AFC Urgent Care 4101 Dominion Blvd #300, Glen Allen VA 23060

Phone: 804-376-9613

19. Patient First Genito Urgent Care 11020 Hull Street Road, Midlothian VA 23112

Phone: (804) 744-6310

20. Midlothian Family Practice 13332 Midlothian Tnpk, Midlothian VA 23113

Phone: (804) 794-5598

21. BetterMed Urgent Care Chester 11380 Iron Creek Rd, Chester Virginia 11380

Phone: 804-823-9260

22. Midlothian Family Practice 3000 Watercove Rd, Midlothian VA 23112

Phone: (804) 744-0200

23. KidMed Urgent Care West End 4687 Pouncey Tract Road, Glen Allen VA 23059

Phone: 804-422-5437

24. BetterMed Urgent Care Short Pump 12214 W. Broad Street, Henrico VA 23233

Phone: 804-362-8345

25. KidMed Urgent Care Southside 5021 Craig Rath Boulevard Building IV Midlothian VA 23112

Phone: 804-592-5437

26. Midlothian Family Practice 15769 WC Main St, Midlothian VA 23113

Phone: (804) 419-9760

27. BetterMed Urgent Care Ashland 300 North Washington Highway, Ashland VA 23005

Phone: 804-537-2905

28. Rite Aide 3210 Boulevard Colonial Heights VA 23834

29. Central Virginia Health Services-Charles City Rural Health Services 9950 Courthouse Rd Charles City VA 23030-3434

Phone: 804-829-6600

30. Midlothian Family Practice 3510-A Anderson Hwy Powhatan VA 23139

Phone: (804) 598-3100

31. UrgentCare Travel 23458 Cool Water Drive Ruther Glen Virginia 22546

Phone: 804-803-6887

32. PACS Urgent Care 11073 Colonel Armistead Drive Suite 105 Ruther Glen Virginia 22546

Phone: 804-220-6043

33. M.D. Express Urgent Care 300 Mount Clement Park Tappahannock VA 22560

Phone: (804) 443-8610

34. Velocity Urgent Care 4374 New Town Avenue Williamsburg VA 23188

Phone: 757-772-6124

35. M.D. Express Urgent Care 120 Monticello Avenue Williamsburg VA 23185

Phone: 757-564-3627

36. Primary and Urgent Care 10009 Southpoint Parkway Suite 200Fredericksburg VA 22407

Phone: 540-898-6600

37. M.D. Express Urgent Care 6567 George Washington Memorial Highway Gloucester VA 23061

Phone: (804) 824-9962

38. Velocity Urgent Care 5659 Parkway Drive Gloucester VA 23061

Phone: 804-381-4361

39. Mary Washington Healthcare- King George Urgent Care 11131 Journal Parkway King George VA 22485

Phone: 540-741-1100

40. BetterMed Urgent Care Fredericksburg 4901 Plank Rd. Fredericksburg VA 22407

Phone: 540-870-6540

41. Primary and Urgent Care 2306 Plank Road Suite 100Fredericksburg VA 22401

Phone: 540-785-9900

42. NextCare Urgent Care 5825 Plank Rd, Suite 105Fredericksburg Virginia 22407

Phone: 540-785-3448

43. NextCare Urgent Care 330 White Oak Rd Fredericksburg Virginia 22405

Phone: 540-373-2424

44. Mary Washington Hospital 1001 Sam Perry Blvd Fredericksburg VA 22401

Phone: 540-741-1000

45. Mary Washington Healthcare 2300 Fall Hill Avenue Fredericksburg VA 22401

Phone: 540-741-0999

46. Mary Washington Healthcare- Fredericksburg 2300 Charles Street Fredericksburg VA 22401

Phone: 540-741-1100

47. Kenbridge Family Medicine 306 E 6th Ave Kenbridge VA 23944

Phone: (434) 676-8021

48. Centra Medical Group 935 S. Main St. Farmville VA 23901

Phone: 434-200-1225

49. Centra Southside Community 935 S. Main St. Farmville VA 23901

Phone: 434-200-1225

50. M.D. Express Urgent Care 12997 Warwick Blvd. Newport News VA 23602

Phone: (757)369-9446

51. M.D. Express Urgent Care 4740 George Washington Memorial HWY, Ste A Yorktown VA 23693

Phone: (757) 890-6339

52. Mary Washington Healthcare- King George 11131 Hospital Center Boulevard King George VA 22485

Phone: 540-741-1100

53. Mary Washington Healthcare-Stafford Hospital 101 Hospital Center Boulevard Stafford VA 22554

Phone: 540-741-1100

54. Orange Family Physicians 13198 James Madison Highway Orange VA 22960

Phone: (540) 672-3010

55. COVID-19 Drive-in Screening and Testing 111 Short St Orange VA 22960

Phone: (540) 672-9000

56. Velocity Urgent Care 747 J. Clyde Morris Blvd .Newport News VA 23601

Phone: 757-772-6121

57. Aquia Medical & Urgent Care 2765 Jefferson Davis Highway Suite 109 Stafford Virginia 22554

Phone: 540-657-9191

58. Optimum Care 882 Garrisonville Road Stafford VA 22554

Phone: 540-318-6464 Email: info@optimumcare.com

59. Patient First Garrisonville Urgent Care 60 Prosperity Lane Stafford VA 22556-4605

Phone: (540) 658-2811

60. Primary and Urgent Care 231 Garrisonville Road Suite 101 Stafford VA 22554

Phone: 540-288-9888

61. Garrisonville Urgent Care 9 Center St Stafford VA 22554

Phone: 540-288-2222

62. KidMed Urgent Care Stafford 20 Doc Stone Road Stafford VA 22556

Phone: 540-602-7766

63. Stafford Urgent Care 422 Garrisonville Rd Suite 111 Stafford VA 22554

Phone: 540-720-8000

64. Patient First Hampton Urgent Care 2304 West Mercury Boulevard Hampton VA 23666

Phone: (757) 951-1579

65. B.F. Yancey School Community Center 7625 Porters Rd Esmont VA 22937

Phone: 434-972-6261

66. Charlottesville, VA Urgent Care Center 1149 Seminole Trail Charlottesville VA 22901

Phone: 434-978-3998

67. South Hill Family Medicine 516 W Atlantic St South Hill VA 23970

Phone: (434) 584-2000

68. South Hill Urgent Care 518 West Atlantic Street South Hill VA 23970

Phone: (434) 584-2025

69. Nowcare Health 3060 Godwin Blvd Suffolk VA 23435

Phone: 757-686-3508

70. Velocity Urgent Care 1001 Centerbrooke Lane Suite 100 Suffolk VA 23434

Phone: 757-702-8105

71. Lakeview Medical Center 2000 Meade Pkwy Suffolk VA 23435

Phone: 757-686-3508

72. Culpeper, VA Urgent Care Center 1420 South Main Street Culpeper VA 22701

Phone: 540-825-2202

73. Primary Care Commonwealth Medical Respiratory Clinic 16268 Bennett Road Culpeper VA 22701

Phone: 540-825-6263

74. Velocity Urgent Care 7394 Harbour Towne Parkway Suite 5 Suffolk VA 23435

Phone: 757-702-8116

75. Next Care Urgent Care – Bristow 3990 Fettle Park Dr. Dumfries VA 22025

Phone: 571-499-5813

76. Velocity Urgent Care 16422 Navigation Dr. Woodbridge VA 22191

Phone: 571-297-1437

77. Madison Free Clinic 410 N MAIN STMADISON VA 22727

Phone: 540-948-3667

78. Medical Access Woodbridge 14527 Jefferson Davis Highway Woodbridge VA 22191

Phone: (703) 570-1177

79. Velocity Urgent Care 7435 Granby Street Norfolk VA 23505

Phone: 757-702-8101

80. Velocity Urgent Care 1326 East Little Creek Road Norfolk VA 23518

Phone: 757-772-6122

81. Next Care Urgent Care – Woodbridge 12581 Milstead Way, Suite 103 Woodbridge VA 22192

Phone: 703-897-5890

82. Inova Emergency Room – Lorton HealthPlex 9321 Sanger St Lorton VA 22079

Phone: 703-982-8324

83. Lorton Immediate Care – Family Medicine & Urgent Care 7740 Gunston Plaza Dr. Lorton VA 22079

Phone: (703) 339-5858

84. Nowcare 6632 Indian River Road Virginia Beach VA 23464

Phone: 757-424-4300

85. Patient First Manassas Urgent Care 9715 Liberia Avenue Manassas VA 20110

Phone: (571) 229-1797

86. Piedmont Pediatrics 20 Rock Pointe Lane Warrenton VA 20186

Phone: 540-347-9900

87. Fauquier Free Clinic 35 Rock Pointe Lane WARRENTON VA 20186

Phone: 540-347-0394

88. Piedmont Urgent Care 493 Blackwell Road Suite 101B Warrenton VA 20186

Phone: 540-347-5200

89. GoWell Urgent Care 75 West Lee Highway Warrenton VA 20186

Phone: 540-351-0662

90. Mother of Mercy Free Medical Clinic 9380 FORESTWOOD LANE Unit B Manassas VA 20110

Phone: 703-335-2779

91. ALTMED Medical Center 8714 Sudley Rd Manssas VA 20110

Phone: 703-361-4357

92. Nowcare Health 725 Volvo Parkway Chesapeake VA 23320

Phone: 757-842-4100

93. Inova Mount Vernon Hospital 2501 Parkers Ln Alexandria VA 22306

Phone: 703-664-7000

94. Medical Access Alexandria 7598 Telegraph Road Alexandria VA 22315

Phone: (703) 546-9881

95. Nigh Watch Pediatric Urgent Care 1170 Sudley Manor Dr Manassas VA 20109

Phone: 703-214-6564

96. Patient First Battlefield Urgent Care 705 N. Battlefield Boulevard Chesapeake VA 23320

Phone: 757-547-0688

97. Rite Aid 3210 Boulevard Colonial Heights VA

Phone: 804-520-9641

98. Rite Aid 2293 Upton Drive Virginia Beach VA

Phone: 757-430-4175

Our extraordinary care is here and safer than ever.

Welcome back.



At VCU Health, patient safety and comfort have always been our top priority. With the recent COVID-19 pandemic, we understand you may have concerns about coming to a medical facility. We want you to know that we have intensified our already rigorous protocols and precautions to ensure the safety of our patients, visitors and employees.

Our doors are open for safe, routine patient services. These include:

- Office visits
- Routine tests, radiology and lab services
- Emergency room care
- Inpatient and outpatient surgeries, including complex and elective surgeries
- Cardiac catheterizations, inpatient rehabilitation and endoscopies

Keeping you safe

- **Separate locations** for potential COVID-19 patients from those with other conditions.
- **Regular screening** for all patients.
- **Sanitation of all places and objects** patients and staff encounter as well as extra hand-washing stations.

- **Enforcement of social distancing** in waiting rooms and other public spaces across our facilities.
- **Our staff wear face masks** and other personal protective equipment when caring for patients.
- **All patients and visitors to wear a mask.** Masks are required and will be provided to anyone who needs one.

Ensuring you have a safe, comfortable visit

As you return to our care, you can be sure that VCU Health is committed to being there for you with:

- A highly clean environment with safety protocols put in place
- Compassionate expert caregivers
- Plenty of PPE (Personal Protective Equipment)
- The latest medical equipment
- A full supply of medicines

How many visitors can a patient have?

We are suspending all in-person visits to hospitalized patients for the duration of the pandemic. Exceptions include:

- Labor and Delivery unit: One (1) adult visitor, 18 years or older, permitted per patient.
- Pediatric patients in all units: One (1) adult visitor, 18 years or older, permitted per patient.
- Patients who are at the end of life: The number of visitors are determined by the patient's care team.

There will be no visitation for confirmed COVID-19 adult patients under any circumstance, including the end of life exception listed above.

Can I bring someone with me to my appointment?

The following guidelines are in place for **outpatient clinic appointments**:

- To help keep the number of people in our environment as low as possible, we encourage adult patients to attend their appointments alone.
- For adult patients with verified appointments: One (1) support person, 18 years or older, will be permitted to accompany them to their appointment. The patient's care team reserves the right to fully restrict visitation to an appointment.
- For pediatric patients with verified appointments: Two (2) accompanying adults, 18 years or older, permitted per patient.

When can I be seen in person?

- If you are experiencing a life-threatening emergency, call 911. Our emergency room is always open.
- If you had a procedure or surgery canceled, we will be reaching out with instructions about how to reschedule your treatment as soon as it is available.
- While some procedures will begin immediately, there might be wait times for others. Our care teams are evaluating each individual case to safely prioritize scheduling.

- For people with critical or chronic conditions like organ failure, cancer or heart problems, we have remained open to care for these patients during the pandemic outbreak and will continue to do so.
- If you prefer, a virtual visit with your doctor could be a convenient option. Our patient access representatives will work with you to schedule an appointment and will help you with either the **VCU Health Anywhere** telehealth app or other virtual visit platforms.
- You will be screened for COVID-19 symptoms prior to your in-person appointment and will be given a mask to wear if you did not bring one from home.
- For questions related to an upcoming appointment, please contact **(804) 828-7929**. Call **(804) 828-CHOR (2467)** for questions about a pediatric visit. Existing patients can also send a message through the **My VCU Health** patient portal.

How is VCU Health handling screening and testing for COVID-19?

- Screening and testing are two different procedures:
 - Screening refers to a series of questions asked to determine your risk for COVID-19. They include questions about symptoms, travel history and exposure to someone who has been confirmed to have the virus.
 - Testing is done only after screening. This involves taking a nasal swab and sending it to the lab for testing.
- For your safety, we screen everyone for coronavirus symptoms at our entrances.
- We also test every patient for COVID-19 before undergoing surgery or being admitted to the hospital.

When will valet parking resume at the downtown location?

- Valet services have opened, with a few changes:
 - Gateway valet opens for surgeries at 5 a.m.
 - The Ambulatory Care Center valet opens for surgeries at 5:30 a.m.
 - Massey and the Children's Pavilion continue to be self-park only.