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## **CTRC FAQ's and Helpful Information**

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## CTRC FAQ's and Helpful Information

### Employee/Provider Self-Screening Prior to Entering CTRC

Follow [Universal Pandemic Precautions](#), wash your hands frequently and properly, and do not come to work if you are sick!

If you have questions about your wellness, you are advised to contact a health care provider, [University Employee Occupational Health Clinic](#) (UEOHC) or by calling 919-966-9119.

As much as possible, study personnel should recognize symptoms of COVID-19 prior to reporting to the workplace and not enter the CTRC without first receiving clearance from [UEOHC](#) if any symptoms are present or you have tested positive for COVID-19 in the last 10 days. If symptoms begin while in the CTRC, immediately leave the work environment, complete the [COVID-19 Wellness Check](#) and await further instructions from UEOHC personnel.

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### Hours of Operation

Any changes in hours of operation will be communicated through the CTRC News Listserv.

- Monday – Thursday: 7:30 am – 5 pm (extended hours available with advance notice)
  - Friday: 7:30 am – 1 pm (extended hours may be available for non-nursing visits with advance notice)
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### Unit Phone Numbers

- Outpatient Front Desk: 919-966-1437
  - Outpatient Nurse's Desk: 919-966-4744
  - Coordinator Fax Line: 919-445-6598
  - When calling hospital phone numbers, the full 10 digits (984-974-####) will have to be dialed due to Burnett-Womack being located outside of the hospital's phone system.
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### Patient Care Rooms

- 1 Consult room
- 8 Exam rooms
- 4 Infusion chairs (1 chair separated by a half wall, others by curtains)
- 4 Extended Stay rooms with stretchers
- 1 Procedural Care Suite (PCS) with 3 exam pods

### Badge Readers

Badge access is not required to gain access to the front lobby doors and back entrance door (tunnel) of Burnett-Womack from the hours of 7 am – 5 pm. Doors will automatically turn “green” during this time.

Badge readers located on the entrance door to the waiting room, inside package pick-up, tube station, nurses’ suite, both back hallway doors and exam room 6 – 10 will automatically turn “green” during the hours of 7:20 am to 5 pm Monday – Thursday and from 7:20 am – 1 pm on Friday. Badge access will be needed outside these hours.

Badge readers on the door to the outside entrance of package pickup, the specimen processing lab door near exam room 1, the nourishment door, storage room and the middle entrance door marked “Authorized Personnel Only” will always require badge access as the readers will be on “red.”

Access to UNC Medical Center requires hospital badge access in certain buildings (i.e., leaving Burnett-Womack and entering Old Infirmery, returning to UNC Medical Center from Brinkhous-Bullitt).

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### Mask Policy for CTRC Staff and Study Personnel (Subject to change based on UNC Health policies)

The CTRC’s mask policy for teammates (study personnel, CTRC employees, vendors, contractors, monitors, etc.) transitioned to “Mask Optional” unless COVID-19 positivity rates increase as measured by UNC Medical Center. Additional guidelines and exceptions are listed below:

- Though masks will no longer be required in most circumstances, masks are still encouraged and will continue to be available for use.
- Teammates **MUST** wear a mask when providing direct care to participants on isolation precautions that require mask use (e.g., droplet, airborne), or to patients with respiratory symptoms.
- Teammates who have symptoms of respiratory illness **MUST** wear a mask.
- Please respect the choices of our participants, visitors, and teammates if they choose to wear a mask or if a participant requests that you wear a mask. Since patients may not always feel comfortable asking their care team to wear a mask, consider practicing “mask mirroring”: if a patient is wearing a mask, please also wear a mask.
- Masks will still be required for teammates, patients and visitors in certain UNC Health high-risk units and clinics identified by entity leadership and Infection Prevention:
  - These areas have been identified based on patient populations and patient care needs (e.g., immunocompromised patients, etc.).
  - Areas include ICUs, BMTU inpatient, 4ONC inpatient, 5CH inpatient, BMT outpatient, Adult BMT Clinic, Pediatric Hematology Oncology Clinic

## CTRC FAQ's and Helpful Information

- 'Masks Required' signs will be posted in these high-risk areas.
- Do not report to work at the CTRC if you are sick. Contact Occupational/Employee Health if you test positive for COVID-19 to ensure you follow your entity-specific protocols. Some teammates may be required to wear a mask for five days after returning from a COVID absence.

As with UNC Health, the CTRC policy may continue to evolve as we monitor UNC Medical Center's response the data related to respiratory virus transmission levels and workforce needs. CTRC users will be notified of any changes to masking via the CTRC News listserv and by flyers posted around the unit.

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### Participant and Visitor Masks (Subject to change based on UNC Health policies)

The CTRC's mask policy for participants and visitors/companions transitioned to "Masks Encouraged." Additional guidelines and exceptions are listed below:

- Though masks will no longer be required in most circumstances, masks are still encouraged and will continue to be available for use. A respiratory etiquette station has been created at the entrance to the CTRC waiting room with hand sanitizer, procedure masks and instructions on how to wear the mask.
- Visitors should not attend visits with the participant if they are experiencing any symptoms of respiratory illness, have tested positive with COVID in the past 10 days (even if wearing a mask) or have recently come in close contact with someone who tested positive for COVID in the past 10 days
- Visitors will be subject to UNC Health's Travel & Communicable Diseases screening questions upon arrival to the front desk and will be encouraged to wear a mask

As with UNC Health, the CTRC policy may continue to evolve as we monitor UNC Medical Center's response the data related to respiratory virus transmission levels and workforce needs. CTRC users will be notified of any changes to masking via the CTRC News listserv and by flyers posted around the unit.

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### Visitor Policy and COVID-19 Screening (Subject to change based on UNC Health policies)

The CTRC does not have visitor restrictions except as listed below.

- Visitors/companions are prohibited from accompanying the participant if they are experiencing any symptoms of respiratory illness
- Visitors/companions are prohibited from accompanying the participant if they have tested positive with COVID in the past 10 days (even if wearing a mask)
- Visitors/companions will be subject to UNC Health's Travel & Communicable Diseases screening questions upon arrival to the front desk

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As with UNC Health, the CTRC policy may continue to evolve as we monitor UNC Medical Center's response the data related to respiratory virus transmission levels and workforce needs. CTRC users will be notified of any changes to the visitor policy via the CTRC News listserv and by flyers posted around the unit.

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### Participant Appointment Confirmation and COVID-19 Screening

Coordinators are required to confirm visits with the participant and verify the participant has not tested positive for COVID-19 in the past 10 days. Participants who have tested positive for COVID-19 in the past 10 days cannot attend the visit unless prior approval has been given by CTRC management (Janette or Charge Nurse). CTRC front desk staff will email appointment reminders to the coordinator of record in CRMS a day ahead of a scheduled visit. However, confirmation of the visit can be completed up to 3 business days in advance by emailing the [ctrcscheduler@med.unc.edu](mailto:ctrcscheduler@med.unc.edu).

The coordinator is required to document a UNC Health's Travel & Communicable Diseases screening using an Epic telephone encounter if a participant reports a positive COVID-19 test in the past 10 days and if the visit is approved to continue by CTRC management as scheduled.

A UNC Health "Travel & Communicable Diseases" screening will also be performed by CTRC staff at the front desk as participants and visitors arrive at the unit. Any participant screening positive at the front desk will be instructed to mask and immediately placed in a private room until additional screening can be performed by either the study coordinator/licensed independent provider or a CTRC nurse to determine if the visit can continue or needs to be rescheduled.

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### Code Blue and Pediatric Rapid Response Teams

UNC Medical Center's Adult and Pediatric Code Blue and Pediatric Rapid Response Teams are available in the CTRC's outpatient location in Burnett-Womack by dialing **984-974-4111**. Adult Rapid Response is not available in Burnett-Womack. The full 10 digits will need to be dialed while working in the CTRC's outpatient location in Burnett-Womack. The Code/Pediatric Response Team will either enter through the lobby entrance of Burnett-Womack or via the backdoor leading from the Old Infirmary.

An emergency phone box is located between extended stay 11 and the soiled utility room, use of this box will unlock all doors leading into the CTRC and Burnett-Womack building so that hospital staff can enter the CTRC outside of normal operating hours. The emergency phone box will also automatically dial 984-974-4111 once the red button has been pushed. In addition to notifying the Code or Pediatric Rapid Response teams, the hospital phone operator will also call Orange County EMS. Orange County EMS will transport the patient to the ER via ambulance.

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For all other campus emergencies (i.e., fire, gas leak) dial 911.

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### Participant Check-in and Coordinator Notification Process

Participants should be advised to enter the left most outer doors when entering the Burnett-Womack building unless handicap access is needed (far right doors). Signage has been installed in the lobby area to instruct participants on the current mask policies. A respiratory etiquette station (mask, hand sanitizer) is available and located outside the entry door for participants and companions who choose to wear a mask or participants who are required to wear a mask due to respiratory symptoms.

Participants are required to check-in at the front desk even when arriving at the unit via the hospital entrance. The front desk staff will page or call the phone number listed in CRMS even if the coordinator is present somewhere else on the unit unless the coordinator has escorted the participant to the clinic. This will help ensure the coordinator has been notified of the participant's arrival in a timely manner.

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### Triage Process, Rooming and Reserving Rooms Prior to Participant Arrival

In general, one CTRC team member will be assigned to one of the two triage rooms each day and other nursing staff will assist when available. If not in use, trained coordinators are permitted to use an empty triage room to obtain their participant's vital sign measurements. The check-in and triage process are as follows:

- Once the participant has been checked-in for both CRMS and Epic (if applicable), the front desk staff will print out participant Epic visit labels and place them in the tray at the front desk. This will signify to the CTRC triage staff that vital signs are ready to be performed (if requested).
- If the coordinator needs Epic visit labels prior to vital signs being obtained, only half of the sheet should be taken, and the other half should be left in the tray for triage staff to use.
- The CTRC triage staff will obtain the requested vital signs as noted in the CRMS scheduler and hand the printed Epic labels to the participant. The participant will then be instructed to return to the waiting room. This step (labels in hand) will signify to the coordinator that vitals have been obtained and the participant is ready to be roomed.
- If for any reason the coordinator or licensed independent practitioner bypasses the above triage steps and escorts the participant to a room prior to vitals being obtained, it then becomes the responsibility of the study team to notify the triage staff that the participant is ready for vital signs. The participant should be escorted back to the waiting room to be placed in line and vital signs or other measurements will be obtained in order of request.

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- Once the participant has arrived at the unit, the coordinator will self-assign an available exam or consult room by indicating the required information on the dry erase room assignment board located on the wall in the middle hallway of the unit then escort the participant to the room.
- Appointment times should be adhered to so as not to impact others waiting to use rooms.

Rooms cannot be held for a participant who has yet to arrive for their visit unless permission has been granted by the Director of Nursing or the Charge Nurse (special consideration is given to visits that require equipment setup).

An extended stay room or infusion chair will be automatically assigned by the CTRC Charge Nurse for visits that are considered high intensity (i.e., infusions or other study drug administration, serial blood draws) and participants will be immediately roomed by triage staff after the triage process is completed. Epic visit labels will be given to the assigned nurse instead of the participant.

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### Participant Checkout Process

Participants should be instructed to exit the unit through the CTRC waiting room. Coordinators are responsible for signing out their participants on the sign-out sheet located at the CTRC front desk or by notifying front desk staff of the time of the participant's departure. The sign out time will then be recorded in CRMS by CTRC Staff and is an important step in the billing process.

Participants should not be instructed to exit the unit through the middle hallway leading to the door that states "Authorized Personnel Only" located near the provider workroom and nursing director's office except in extenuating circumstances (i.e., large wheelchair, limited mobility) and are being escorted by a member of the study team. Participants can exit the unit to the hospital via the connector (to Old Infirmary) only if they are being escorted by a member of the study team as the door remains locked and badge reader access only.

Coordinators are required to erase their name from the room assignment board at the end of all non-nursing visits and after the room has been cleaned.

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### Exam Room Cleaning and Rooming Dry Erase Board

To assist with room turnover, study personnel (i.e., coordinator) are required to clean non-nursing visit patient care rooms after the visit is completed by wiping down all high-touch surfaces with provided Sani-Wipes (must wear gloves) including the exam table/stretchers, bedside table, pillow, keyboard, mouse, and phone. Once the table and pillow are dry, pull new exam table paper and/or cover pillow with paper pillowcase at completion of visit. The chairs and tables should be returned to their original

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locations. In the event time does not permit cleaning a room after use, please notify the Charge Nurse to assist.

Coordinators are required to erase their name from the room assignment board at the end of all non-nursing visits and after the room has been cleaned.

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### Requesting ECG's; and POC Pregnancy, Glucose & Urine Dipstick Testing

Coordinators will make a request by writing the procedure name needed on the dry erase board across from the Nurse's Desk. These procedures include ECGs as well as point of care (POC) urine and glucose testing.

- For ECGs, please write ECG, coordinator's name, participant room number, and time the request is needed (i.e., John, ECG – room 5 at 10 am) and any other instructions needed to perform the procedure. An order in EPIC (order ECG1) must be entered before the request is written on the board.
- For the POC glucose test, write POC glucose, the coordinator's name, participant room number and time the request is needed (i.e., Tom, POC glucose, room 3 at 9 am). An order in EPIC (order Nur1001), must be entered before the request is written on the board.
- For the POC urine pregnancy test, write POC Pregnancy, the coordinator's name, and time the request is needed (i.e., Lisa, POC Pregnancy at 11 am). The properly labeled urine cup must be placed in the designated bucket in the Serial Processing (1039) room. Indicate whether the urine needs to be saved after testing. The urine will be placed in the "save" bucket if requested; otherwise, the urine will be discarded. An order in EPIC (order Nur1009), must be entered before the request is written on the board.
- For the POC urine dipstick test, write POC Dipstick, the coordinator's name, and time the request is needed (i.e., Sam, POC Dipstick at 1 pm). The properly labeled urine cup must be placed in the designated bucket in the Serial Processing (1039) room. Indicate whether the urine needs to be saved after testing. The urine will be placed in the "save" bucket if requested; otherwise, the urine will be discarded. An order in EPIC (order Nur389) must be entered before the request is written on the board.

A copy of the ECG will be given to the study coordinator or physician. An additional copy will be printed and kept for a period of 3 months from the service date at the outpatient nurse's desk. After 3 months, the copy will be shredded. ECG interpretation services are available in the Burnett-Womack location. Only ECG's that are interpreted will be uploaded to the participant's medical record in Epic. ECGs performed by CTRC staff that do not require interpretation by UNC Health are not imaged into the participant's medical record in Epic. POC testing results will automatically be uploaded into the participant's medical record in Epic.

### Phlebotomy Station, Blood Volume and Draw Times

While both blood drawing chairs can be used if the need arises, the station is staffed with one phlebotomist daily. CTRC nursing staff may assist with blood draws when available, however priority is given to care of participants with high intensity nursing visits. As a reference, the average blood draw time from start to finish is 15 minutes on average. Cleaning the area between participants may add an additional 5 minutes onto the participant's wait time depending on the time of day.

If the wait times become too long, coordinators can escort participants to one of McLendon Labs' Blood Collection Centers. The closest center is on the 1<sup>st</sup> floor of Memorial Hospital at the top of the escalator and the other is on the ground floor of the Women's Hospital (best for pediatric draws). McLendon Labs offers research phlebotomy services for minimal cost, refer to the studies billing coverage analysis for current pricing and the tip sheets on Research Central for further information on how to use this service.

Study coordinators should refrain from entering the Phlebotomy room to inquire about blood draw times and volume. Draw times will be written on the outside of the biohazard bag label and recorded in Epic. Unless a lab requisition was provided to document total volume (ID group only), coordinators should independently determine blood draw volumes by using the tube volume indicated on each tube drawn to determine total blood volume.

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### Research Participant Snacks and Nourishment Room

Coordinators and other research staff can obtain juice, cola, snacks, water, and ice for participants from the nourishment room located in 1022. The nourishment room is in the back corridor of the unit and as such, is always badge access only. Only food items purchased by the CTRC or provided by UNC Medical Center's restaurant delivery meal service can be stored in the refrigerator or freezer per infection prevention guidelines. Study personnel and CTRC staff should perform hand hygiene when entering the room and before touching any surfaces including the refrigerator door and ice machine.

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### Restaurant Delivery Meal Service

UNC Medical Center's restaurant delivery meal service is available in Burnett-Womack for breakfast, lunch, and dinner for studies that have budgeted for meals. Menus are located at the CTRC nurse's desk and steps for ordering regular meals are listed below.

1. Study coordinator to gather meal choices from participant/guest
2. Study coordinator will call 984-974-1278 or 984-974-7918 to place the order

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3. Provide the location of the delivery (1<sup>st</sup> floor Burnett-Womack, CTRC nurse's desk – do not use room number)
4. Provide the research participant name, meal request, time needed and UNC IRB protocol number.
5. Expect meals to take about 1 hour from ordering to delivery time.

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### Nurse Call and Overhead Paging System

A nurse call system has been added to all patient care rooms (except the consult room), bathrooms and the Specimen Processing & Storage Facility. Once activated, the call will be received at the nurse's desk.

An overhead paging system has been installed throughout the unit. Handheld mikes are located at the reception desk, phlebotomy, and the nurse's desk. Note, speakers are in public spaces and hallways and not located inside patient care rooms to help limit disruptions.

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### Infection Control, Hand Hygiene and Glove Usage

Frequent hand hygiene, either by washing or the use of alcohol-based sanitizer, is an effective way to prevent the spread of pathogens in the healthcare setting. Please review the CDC's "[Five Steps to Wash Your Hands the Right Way](#)" and view the [CDC video on handwashing](#).

- All individuals should thoroughly wash their hands or use provided hand sanitizer:
  - Before entering or when exiting the CTRC
  - Before and after handling facemask or eye protection
  - Before interacting with research participant and immediately after completing the visit
- Handwashing sinks and sanitizer are located throughout the CTRC.
- When working with participants with *Clostridioides difficile* or *C. difficile*, handwashing with soap and water is the required method for washing hands

According to the CDC, gloves are not necessary for general use and do not replace good hand hygiene. Hand hygiene should be performed before and after using gloves for tasks where they are indicated. Gloves should be changed when moving from one task to another to avoid cross contamination. Please do not wear gloves when charting, opening doors, talking on phones, etc. Even when wearing clean gloves, the perception is that the gloves are "dirty."

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### Isolation Precautions

Isolation precaution procedures in Burnett-Womack are like those at UNC Health's ambulatory care settings except for how the room is cleaned. Isolation carts with gowns, gloves and isolation signs are available for use and should be placed outside of the room prior to the start of the visit. The coordinator is required to wipe down all horizontal surfaces and equipment used with Sani-Wipes once the visit has been completed.

Refer to the "Infection Prevention Guidelines for Safe Patient Care" policy in the hospital's infection control manual at <https://unhealthcare-uncmc.policystat.com/> for more information.

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### Specimen Processing and Storage Facility

The lab space in Burnett-Womack is a clinical specimen processing lab only. As such, chemicals are not to be used or stored in the lab or other areas of the unit without written permission from the university's Environmental, Health and Safety (EHS) office. Once approved the Safety Data Sheet (SDS) must be placed in the binder labeled "SDS" in the lab. A chemical fume hood or biosafety cabinet (BSC) are not available in the facility. Users must follow the CTRC's Lab Etiquette Guidelines and UNC's EHS policies when using the area.

- The middle table should not be used to process specimens
- Coordinators can use the centrifuge in the Serial Processing Room (1039) when the main lab has reached capacity or to process taller tubes, however, check with Charge Nurse to verify availability prior to using this space
- Continue to dispose of unused urine in the closest bathroom (amounts > 50 mLs), otherwise urine specimen cups can be disposed of in the red biohazard waste bin after ensuring lid is tightly closed and sealed in a biohazard bag
- Boxes or other containers should not be left on the floor in the specimen processing room to facilitate cleaning by housekeeping
- Follow the CTRC's Lab Etiquette Guidelines and EHS policies when using the area.
- No open toed shoes, food or drinks will be permitted
- Known COVID-19 positive samples cannot be processed in the CTRC lab space
- Research labs drawn by the CTRC phlebotomist that are not being sent to McLendon Lab will be placed in the appropriate buckets on the designated shelf.
- The 5 centrifuges next to the sink are all owned and maintained by the CTRC and can be used by all users.
- The cabinets and drawers (except those dedicated for use by the CTRC staff) can be used by all users. If storing supplies, only do so in a limited quantity so that all will have an opportunity to

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store supplies. All supplies must be labeled with contact information and any supplies not labeled will be discarded.

- The computer workstation is to be primarily used by the IGHID group. Any CTRC user may use the computer when not in use by the IGHID group.
- Do not dispose of gloves or paper towels in the red biohazard trash. Refer to the posters in the lab for more information on when to use the biohazardous waste (red bag) trash versus the regular trash (white bag).
- Boxes or other containers should not be left on the floor in the specimen processing room so that housekeeping can clean the space.

The eyewash is located at the sink in the facility (1035) and an emergency shower and eye wash station combo is in the Package Pickup (1000K) room. Do not activate the shower unless there is an emergent need as the area will flood with water.

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### Processing Specimens

#### Centrifugation

- Blood samples from asymptomatic COVID-19 participants are expected to present a low risk for infection, but as an additional precaution, it is recommended to wait as long as possible before opening the lid of centrifuge after centrifugation (e.g., up to 20-30 minutes) has been completed to allow aerosols to settle.
- After centrifugation, individual buckets should be opened behind the benchtop shield only.
- Observe routine safety precautions including visual inspection of tubes before removing samples from buckets to ensure tubes are not broken.
- Respiratory samples are higher risk and are not to be processed in the CTRC as they require a biosafety cabinet.

#### Minimum Personal Protective Equipment (PPE)

- Gloves
- Mask
- Benchtop shield
- Lab coat or use of disposable arm sleeves (provided by CTRC, located in a labelled drawer in room 1035 or 1039)
- A mask and eye protection should be worn when processing samples

Known COVID-19 positive samples cannot be processed in the CTRC. Currently the IBC has restricted processing (which includes aliquoting) of potential and confirmed COVID-19 samples to BSL-2+

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containment, requiring use of a Biological Safety Cabinet (BSC) and additional PPE and procedural/administrative controls such as SOP's and training.

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### Specimen Handling and Transport

The outpatient unit has a tube station located in room 0120 and is station #611. When ordered in Epic, blood samples drawn by CTRC staff will be tubed to McLendon Labs. Coordinators are required to send all other samples such as urine, stool, sputum, etc. to McLendon Labs and can utilize the tube station to do so. If not familiar with using the system, please ask the CTRC staff to demonstrate prior to use. Some samples cannot be tubed; check with McLendon Labs prior to sending. Always ensure the tube with the specimen has left the station before leaving the room. Due to the location of the tube station in a busy hallway, study staff should open the door slowly into the corridor when leaving the tube station room.

When transporting specimens in the unit, samples must be placed in a sealed container with a biohazard label. Urine samples should always be double bagged when transporting the sample and when sending via the tube station.

COVID-19 positive respiratory samples must be transported by hand and not sent via the tube station. Contact McLendon Labs at 984-974-2361 for the most up to date information on the transport of COVID-19 positive respiratory samples.

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### Linen and Paper Products

Disposable paper products should be used as much as possible. Paper gowns, paper half sheets and pillowcases are stored in drawers in the exam rooms. A limited amount of linen is available in the Clean Utility room for extended stay, procedure, and infusion visits. Contact the CTRC Charge Nurse if linen is needed for a participant visit.

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### Clean Utility Room and Medical Supplies

Per infection prevention guidelines, only CTRC staff can access the Medication and Clean Utility Room. Please check with CTRC staff for any needed supplies.

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### Coordinator and Study Personnel Work Areas

Study staff have access to a small coordinator work area that is located across from exam rooms 4 and 5, a large coordinator workroom located in room 1044 and desktop areas with stools located directly

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outside of each exam room. When using the desktop areas located in hallways, please place the stools or chairs back against the wall or table to keep the hallways free and clear.

Several computers, a Xerox copier and fax machine are in the Coordinator Workroom (1044). Extra copy paper is stored at the CTRC Front Desk. Bulk or colored copies should not be printed using the Xerox copier and its use should be limited to only what is needed for the participant visit. A small refrigerator and microwave are also located in the large coordinator workroom (1044) to store and reheat personal meals. As a reminder, all drinks brought to the unit must have a lid.

As a courtesy to others, these work areas should be kept clean and tidy.

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### Principal Investigator and Provider Workroom

A provider workroom for physicians, nurse practitioners and physician's assistants is located in room 1042. This workroom has computers, a phone and printer.

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### Conference Room (Workspace, Meal Breaks, Trainings)

The conference room, located in room 1045, is equipped with a 70-inch monitor and teleconferencing capability to host virtual meetings. While the CTRC has priority usage of this room, the conference room can be reserved by study teams for meetings or trainings, and when reserved, a sign will be posted outside the room to notify staff to remove belongings. Additionally, the room can be used as an additional workspace for study personnel during the hours of 7 am – 11:30 am, and 1 pm to closing.

When the conference room is reserved for meal breaks during the hours of 11:30 am – 1 pm daily, the maximum occupancy of the space is 6 employees. Additional guidelines that should be observed are as follows:

- If the conference room is used for meals, the individual must wipe down the table after consuming the meal with disinfecting wipes (i.e., Clorox or Lysol) which are available in the conference room.
  - Physical distancing of 6 feet should be observed while eating in the conference room.
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### Supplies and Storage

As a reminder, the study team should only store up to a 1-week supply of items needed for study visits. If additional space is needed for larger pieces of equipment, email the Director of Nursing to discuss possible use of the storage area in room 1019. All items placed in the Storage Room (1019) must be

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labeled with the appropriate contact information. Items should not be stored on the floor or on the top shelf and storage in cardboard should be limited as much as possible which includes items such as sponsor provided ECG machines and other large study specific equipment.

Coordinators may use the overhead cabinets in the small and large coordinator work areas to store a small quantify of supplies or personal items. However, the cabinets all have the same key lock that can be accessed by any CTRC user. The user assumes all risks for any missing items. Any supplies stored in these areas must be labeled with the appropriate contact information. Coordinators should not store items in the cabinets or drawers in the exam rooms as they will be discarded unless arrangements have been made in advance with the Director of Nursing.

Groups that do not have offices in the Burnett-Womack building may request one of the 9 lockers located in various places in the outpatient unit. Lockers have their own individual key, and 2 keys will be given per locker. If additional keys are needed, it will be the responsibility of the group to contact UNC Facilities to have additional keys made. Locker assignments will be based on need and availability. Contact the Director of Nursing for more information.

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### Patient Transportation

Participants that require assistance may continue to request transport from the UNC Medical Center to the CTRC via Guest Services. Participants should request transport to the CTRC's Reception Desk by stopping by the Women's and Children's Hospital Guest Services Desk. Guest Services will escort the participant to the 1<sup>st</sup> floor of Burnett-Womack using the back entrance through the tunnel connector from the Old Infirmary Clinic. Contact Guest Services at 984-974-0709 for more information.

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### UNC Medical Center Shuttle, Valet, and Handicap Parking

The [Medical Center and Ambulatory Care Center](#) (ACC) lots offer a convenient shuttle service between the parking decks, hospitals and dental school. Those parking in either lot can take advantage of the free shuttle or bus to and from the Medical Center to the [ACC](#) or dental school.

Valet Parking is available to all patients and visitors to any of the Hospitals at the Medical Center. The Valet Station is located at is located in front of the N.C. Children's Hospital.

There is one handicap parking space located at 160 Dental Circle directly in front of Burnett-Womack. Additional Handicapped Parking spaces are available in the [Dogwood Parking Deck](#). Handicapped-accessible shuttles are available on the second level of the Dogwood deck. If the participant needs assistance from the parking deck, please contact Hospital Transportation Dispatch at (984) 974-0465.

## CTRC FAQ's and Helpful Information

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### Internal Route from Memorial Hospital to Burnett-Womack

Research participants and study personnel may utilize the internal route through Memorial Hospital by following the posted signs. This route begins at the top of the escalators near the Blood Collection Center on the 1<sup>st</sup> floor of Memorial Hospital, through the Old Infirmary Clinic, past the hospital's mail room and eventually to the back door of Burnett-Womack. Please remember hospital badge access is required to exit (and vice versa) from the Old Infirmary into the Burnett-Womack building and participants will need to check-in at the CTRC Reception Desk before starting the visit.

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### Medical Records

Staff from UNC Medical Center's HIM department will pick up medical record documents that need to be scanned into the participant's Epic chart on a weekly basis. Place documents in the marked tray at the CTRC Nurse's Desk.

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### Dual-energy X-Ray Absorptiometry (DXA) Services

The [Division of Radiologic Science](#) offers a dual-energy X-Ray absorptiometry (DXA) machine and diagnostic radiography imaging suite for research clinical trial imaging purposes and is located immediately adjacent to the CTRC outpatient unit in Burnett-Womack. All imaging and data management is performed by highly trained ARRT registered technologists. Contact Wendy Ross, MS, RT or Joy Renner, Director for additional information.

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### Dress Policy

The CTRC outpatient unit is a patient care area and as such follows UNC Health's dress code policy. Study staff who utilize the CTRC should follow UNC Health's policy "Professional Business Attire" for all participant interactions and is located at <https://unhealthcare-uncmc.policystat.com/>.

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### Tours of the CTRC, Monitor and Site Qualification Visits

CTRC tours should be scheduled in advance with the Director of Nursing and, when possible, should be scheduled in the afternoons Monday – Thursday, or on Fridays when the unit is less busy. Monitors and other personnel must abide by all current University COVID-19 guidelines including masking requirements. Research monitors should reschedule their visits to the CTRC if they have symptoms of an

## CTRC FAQ's and Helpful Information

infectious disease or exposure to communicable diseases. Additionally, research monitors with signs or symptoms of an infectious disease or exposure to communicable diseases should be cleared by their occupational health department or local physician before visiting or working at the CTRC.

Research monitors will need to complete UNC Health's confidentiality statement attestation prior to visiting the CTRC and the study contact must forward PDF of the signed confidentiality statement to the Director of Nursing at [janette\\_goins@med.unc.edu](mailto:janette_goins@med.unc.edu). Research monitors will not be permitted to visit the CTRC if they do not have an attestation on file.

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### FedEx and UPS Shipping

FedEx and UPS package pickup services are available in the outpatient CTRC in Package Pickup (rm 1000K) near the Specimen Processing and Storage Facility (rm 1035). FedEx and UPS will not pickup packages on designated university holidays unless the study team calls to arrange a scheduled pickup.

- FedEx Express will pick up packages daily Monday through Friday. Packages must be ready and placed on the table in room 1000K no later than 4:30 pm for pickup by 5 pm. Coordinators must call to arrange a scheduled FedEx Ground package pickup.
- UPS will only pickup packages in the CTRC if they are notified to do so by the study team. Once a call has been placed for a scheduled pickup, one of the following will occur,
  - UPS will pick up packages for shipment at 6 pm unless a specific time is given. Ensure that any package is ready to ship no later than 5:30 pm. If a
  - If a time earlier than 6 pm is needed (*for example, the package must be shipped no later than 1 pm*), the caller must inform UPS of the designated time that the package must be picked up. If a specific time is not given, UPS will pick up the package at 6 pm.

The CTRC cannot guarantee pickup, and it is ultimately the responsibility of the study team to ensure packages are picked up when requested.

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### CTRC Outpatient Unit Physical Address:

Clinical & Translational Research Center (CTRC)  
University of North Carolina at Chapel Hill  
160 Dental Circle  
Burnett-Womack, 1<sup>st</sup> Floor  
Room 1036, CB# 7064  
Chapel Hill, NC 27514-7064

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## **CTRC FAQ's and Helpful Information**

### **Additional Information and COVID-19 Resources**

- [Clinical and Translational Research Center \(CTRC\)](#)
- [Environmental, Health and Safety COVID-19 Information for Employees](#)
- [UNC Health's COVID-19 Updates and Resources](#)
- [Clinical Research Support Office \(CRSO\)](#)