

FAQ's and Helpful Information for the CTRC Outpatient Unit in Burnett-Womack

Hours of Operation

- Monday – Thursday: 7:30 am – 5 pm (extended hours available with advance notice)
 - Friday: 7:30 am – 1 pm
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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
 - Specimen Processing and Storage Facility Workstation: 919-445-6584
 - When calling hospital phone numbers, the full 10 digits (984-974-####) will have to be dialed because Burnett-Womack is located outside of the hospital's phone system.
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Patient Care Rooms

- 1 Consult Room
 - 10 Exam Rooms
 - 4 Infusion Chairs (1 private)
 - 2 Extended Stay Rooms with Beds
 - 1 Procedural Care Suite with 3 Exam Pods
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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 6 am – 6 pm. Doors will automatically turn “green” during this time.

Badge readers located on the waiting room door, 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.”

Code Blue, Pediatric Rapid Response and Code Medic

The Code Blue Team (Adult and Pediatric), Pediatric Rapid Response and Code Medic will be available in the CTRC's outpatient location in Burnett-Womack by dialing **984-974-4111**. Adult Rapid Response is **NOT** available in Burnett-Womack.

In the CTRC's outpatient location in Burnett-Womack, **the full 10 digits** will have to be dialed because the unit will be located outside of the hospital's phone system. The Code Team will generally enter through the lobby entrance of Burnett-Womack, so be sure that someone props open the middle door that says "Authorized Personnel Only" as that badge reader will always be red. The back entrance doors will also need to be propped open if it is afterhours. The hospital phone operator will also call Orange County EMS at the same time the Code Blue Team is paged. Orange County EMS will transport the patient to the ER. All other campus emergencies (i.e. fire, gas leak) dial 911.

Participant Check-In/Out Process

Participants are required to check-in at the reception desk. The front desk staff will page or call the 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 is notified in a timely manner.

Coordinators will need to instruct participants to check-out at the front desk for every visit. Participants are not permitted to exit the unit through the middle hallway leading to the door that states "Authorized Personnel Only" even if they are escorted.

Coordinators are responsible for signing out their participants on the Sign-Out sheet located at the front desk. The sign out time will then be recorded in CRMS by CTRC Staff.

Triage Process

There are 2 triage rooms that are outfitted with similar equipment. In general, one CTRC staff nurse or nursing assistant will be assigned to triage each day. Other nursing staff will assist if available. Once the participant is checked in for both CRMS and Epic (if applicable), the front desk staff will print out participant 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 labels are needed prior to vital signs being obtained, only take half of the sheet and leave the other half in the tray. The CTRC triage nurse will then obtain the requested vital signs and give the printed labels to the participant. The participant will then be instructed to return to the waiting room. This will signify to the coordinator that vitals have been obtained.

In the event the coordinator or physician bypasses this step and escorts the participant to a room prior to vitals being obtained, it then becomes the responsibility of the coordinator to notify the triage nurse that the participant is ready for vitals. The participant should then be escorted back to the waiting room and vitals will be obtained in order of request.

If not in use, Coordinators are also welcome to use one of the triage rooms to independently obtain their participants vital signs if trained to do so.

Paging System

An overhead paging system has been installed in the outpatient unit. Handheld mikes are located at the reception desk, phlebotomy and the nurse's desk.

Nurse Call System

A nurse call system has been added to all patient care areas, bathrooms and in the Specimen Processing & Storage Facility. Once activated, the call will be received at the nurse's desk.

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

Coordinators will make a request by writing it on the dry erase board across from the Nurse's Desk. For ECG's; please write ECG, the room number and the current time of the request (i.e. ECG – Room 5 at 10 am). For POC Urine Pregnancy Test, write POC, the coordinators name and current time of the request (i.e. POC – Lisa at 11 am). The properly labeled urine cup must be placed in the designated bucket in the Serial Processing (1039) room. Indicate whether or not 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 must be placed **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.

Specimen Processing and Storage Facility (Previously the "Investigator's Lab")

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 office. Once approved the Safety Data Sheet must be placed in the binder labeled "SDS" in the lab. There is also no chemical fume hood.

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

Kit labs will be placed on the shelf in the designated buckets. The 4 centrifuges next to the sink are all owned by the CTRC and can be used by all users. One of the centrifuges can accommodate the taller tubes. The middle table is not to be used to process specimens.

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

The computer workstation is to be primarily used by the ID group. All CTRC users may use when not in use by the ID group.

Dispose of unused urine in the closest bathroom.

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 red bag trash versus the regular trash.

Boxes or other containers should not be left on the floor in the specimen processing room so that housekeeping can clean the space.

Follow the CTRC's Lab Etiquette Guidelines and EHS policies when using the area. **NO OPEN TOED SHOES**, food or drinks will be permitted.

Blood Volume and Times

Phlebotomy staff will write the time and the volume of blood drawn on the patient label located on the outside of the biohazard bag.

Specimen Handling

When transporting specimens (especially in the hallways), samples must be placed in a container w/ lid and a biohazard label. Urine samples should be double bagged.

The outpatient unit has a tube station located in room 0120 and is station #611. 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 using. Some samples cannot be tubed; check with McLendon Labs prior to sending. Open the door slowly into the corridor when leaving the tube station room.

Linen and Paper Products

The outpatient CTRC has transitioned to using more paper products rather than linen. Paper gowns, paper half sheets and pillowcases are located in the exam rooms. A limited amount of linen will be kept for extended stay and infusion visits.

Dress Policy

As the CTRC outpatient unit is a patient care area, the CTRC will continue to follow UNC's and UNC Healthcare's dress policy. Refer to the UNC and UNC Healthcare (Policy Stat 4984311) dress policies when utilizing the CTRC.

<https://unchealthcare-uncmc.policystat.com/policy/4984311/latest/>

Infection Control

Please remember general gloving guidelines, most notably that when removed after procedures and interventions that hands are washed or sanitized. 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."

Coordinator Work Area(s)

The following areas are designated as coordinator work areas: small coordinator work area located across from exam rooms 4 & 5, large coordinator workroom located in room 1044 and desktop areas with stools outside of each exam room. When not in use, please place the wooden stool back against the wall to keep the hallways clear. Please refrain from using the nurses' desk.

The copier is located in the alcove in room 1044 and does not require a code. Extra copy paper is stored at the Front Desk in the reception area.

A small refrigerator has been placed in the large coordinator workroom to store personal meals for those that will be on the unit during their lunch period. The Terrace Café, Beach Café, Corner Café and Dental School dining area are within a short walking distance from the CTRC. As a reminder, all drinks brought to the unit must have a lid and should not be taken into any designated lab areas. Meals may be heated in the microwave in the Nourishment room.

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

Provider Workroom

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

Conference Room

The conference room is located in room 1045. The room has a phone for conferencing and a 70 inch monitor for presentations. The CTRC and NC TraCS have primary usage of the conference room. When not in use, all users with CTRC approved protocols may book the room. Please email Victoria or Janette for availability. Please review the calendar posted on the door prior to using the room.

Exam and Consult Room Cleaning

To assist with room turnover, coordinators are requested to wipe down and pull new exam table paper at completion of visit. Sani Wipes are located in each room. Return chairs and tables to their original locations. In the event time does not permit you to clean a room after use, please notify the Charge Nurse to assist.

Isolation Precautions

Isolation precaution procedures in Burnett-Womack are similar to those at UNC Health Care ambulatory care settings with the exception of how the room is cleaned. The coordinator is requested to wipe down the room after use and then notify the Charge Nurse to complete the cleaning. Housekeeping performed by the hospital's Environmental Services is not available in Burnett-Womack.

Refer to the "Ambulatory Care Clinical Services – Policy Stat ID 4778093" policy in the hospital's infection control manual at <https://unhealthcare-uncmc.policystat.com/policy/4778093/latest/> for more information.

Research Participant Scheduler & Blocking of Rooms

Once the participant has arrived, the coordinator will self-assign a room on the designated dry erase board for low intensity visits. CTRC nursing staff will assign the use of the extended stay rooms and infusion chairs.

Coordinators will continue to erase their name from the board at the end of the visit. Please adhere to your room reservation times as this impacts others waiting to use rooms.

Wait Time for Rooms and Phlebotomy

Visit times start when the research participant arrives in the CTRC and ends when the participant leaves the unit. In 2009, additional time was incorporated into the Levels of Care to counter unforeseen circumstances that could affect wait times. For example, 15 minutes has been added to a level 1 and 30 minutes has been added to a level 2 – 4 for unforeseen circumstances such as waiting for a room or delays with blood draws. On average, wait times for rooms and phlebotomy draws have been less than 15 minutes.

While there is 2 blood drawing stations in phlebotomy, there will be only 1 phlebotomist assigned to that area. CTRC nursing staff will continue to assist with blood draws **if available and if there are more than 2 participants waiting for a blood draw**. If wait times become too long, coordinators can escort participants to one of McLendon Labs' Blood Collection Centers. The closest center is on the 1st floor of Memorial Hospital at the top of the escalator. McLendon Labs offers the research (kit) phlebotomy services for only \$5.25 per visit. In the past, the \$5.25 charge is waived if hospital labs are drawn at the same time as the kit labs. 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.

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 Janette Goins to discuss possible use of the storage area in room 1019. All items placed in the Storage Room must be 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. This 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.

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 Janette Goins for more information.

Do not store items in the cabinets or drawers in the exam rooms as they will be discarded.

Research Participant Snacks and Nourishment Room

Coordinators and research staff are able to obtain their own snacks and water/ice from the Nourishment Room located in 1022. This door has a badge reader and will be locked or “red” at all times as it is located in the public corridor at the back of the unit. Continue to enter snack requests in the comment section of the CTRC scheduler to ensure an adequate amount of juice and crackers are stocked. Only patient care items can be stored in the refrigerator or freezer.

Clean Utility Room

Per Infection Control guidelines, only CTRC staff can access the Medication and Clean Utility Room. Please see CTRC staff for any needed supplies.

Research Participant Meal Request

Restaurant Delivery and Research Meal services are available in Burnett-Womack. The steps for ordering regular meals are listed below. Menus are located in the large and small coordinator work areas.

1. Study coordinator call 984-974-2518 to place order
 2. Provide the CTRC location (1st floor Burnett-Womack) and either “outpatient nurse’s desk (preferred)” or room number
 3. Provide the research participant name, meal request, time needed and protocol number. Expect meals to take up to 70 minutes from ordering to delivery time. Meals can be ordered in advance with requested delivery time. In order to adequately anticipate regular daily meal needs for the call center, please note a meal(s) is needed in the comment section of the CTRC participant scheduler.
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Patient Transportation

Participants that require assistance may stop by the information desk in Memorial Hospital. Instruct the participant to request transport to the CTRC’s Reception Desk. Patient Transportation will escort the participant to the 1st floor of Burnett-Womack using the back entrance through the tunnel connector from the Old Clinic.

Golf Carts

While the golf carts will not automatically stop near the walkway leading to Burnett-Womack, participants can request that the driver make a stop prior to the sky bridge near the Dental School. Participants may also motion to the driver to stop at the same area for transport back to the parking deck.

Medical Records

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

Handicap Parking

There is one handicap parking space located on Dental Circle in front of Burnett-Womack. Additional handicap parking places are located in the Visitor's Parking Deck across from UNC Hospital's.

Internal Route from Memorial Hospital to Burnett-Womack

Research Participants and CTRC users 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 and Pre-Care, through the Old Infirmary Clinic, past the hospital's mail room and eventually to the back door of Burnett-Womack. Please remind participants to check-in at the Reception Desk.

DXA Services

DXA services are located in the Radiology Department immediately adjacent to the outpatient CTRC in Burnett-Womack. Contact Joy Renner for more information.

FedEx and UPS Shipping

FedEx and UPS package pickup services are available in the outpatient CTRC in room 1000K near the Specimen Processing and Storage Facility. The CTRC does not guarantee pickup and it is ultimately the responsibility of the study team to ensure that packages are picked up when requested.

FedEx Express will pick up packages daily Monday – 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 schedule FedEx Ground package pickup.

UPS will not pick up packages in the CTRC unless notified to do so by the study team. Once a call has been placed to UPS for a 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 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 has to be picked up. If a specific time is not given, UPS will pick up the package at 6 pm.

CTRC Outpatient Unit Address:

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University of North Carolina at Chapel Hill
160 Dental Circle
Burnett-Womack, 1st Floor
Room 1036, CB# 7064
Chapel Hill, NC 27599-7064