



During this difficult time of COVID-19 and the UVM Medical Center's recovery from the October 28 cyberattack, your team at the Cancer Center has been working around the clock to maintain cancer care. As part of that effort, we are connecting some patients with chemotherapy treatments, radiation therapy or radiology studies at other locations in the region, including other UVM Health Network affiliate hospitals. We understand this may prompt questions and concerns, and have compiled a list of Frequently Asked Questions to provide what we hope is helpful information.

1. Why have I been offered services somewhere other than UVMCC?

Due to our cyberattack, we have limited resources in some areas and when those limitations are identified, we have sought alternate solutions for your care. We have partnered with our network oncologists as well as oncology affiliates around New England who are aware of the cyberattack and are happy to help us care for you. Other radiology services are also available to help.

2. If I have a treatment somewhere else, can I still keep my doctor?

Yes, your doctor and her/his team is always there for you and, if you desire, as soon as possible, you will again be scheduled at UVMCC.

3. Who do I call if I have symptoms or questions after I go home from chemo at another place?

You can call your usual physician and provider for all questions and to discuss symptoms.

4. Will the chemotherapy be different at another place?

Your doctor orders the chemotherapy you will receive just as they would if you received it at UVMCC. The infusion room might look different and the usual faces may not be familiar but rest assured that you are getting what your doctor ordered.

5. What if they do things in a slightly different way than UVMCC- is that okay?

Yes, every facility has its own set of protocols and safety mechanisms that are in place. The bag the chemo comes in may be different or the size/look of the syringe they use may not be exactly the same. The oncology teams at our partner hospitals are highly skilled teams with years of experience and are always available to answer any questions or explain what the process looks like at their infusion area. Feel free to ask questions.

6. How do I know if it is okay to just wait to get my care at UVMMC?

If our team is calling and suggesting another center to have radiology done or receive therapy, this is because your doctor and the team have determined that this is the safest way to get you the best care in the right time period. If you have questions about waiting, please let your doctor know.

7. If I have radiology tests at other places, will my doctor have access to the results?

Yes, your doctor will have access to the results. You can also help by asking the technologist to "burn a disc" of the images for you so that you can hand carry it to your next doctor's appointment.

8. How long can I expect the delay to last?

We don't know exactly how long we will be helping you manage your care at other partner institutions but our IT team is working around the clock to get things fixed as soon as possible.

9. I don't have anyone to drive me to evening or weekend appointments. What can I do?

We understand that coming to our center at an off time or driving further to another center might be difficult. Please let us know immediately if that is the case. We have team members on stand-by to help you get transportation or the support you need to make the trip.