

THE WORLD TRADE CENTER HEALTH PROGRAM
Clinical Center at Rutgers, The State University of New Jersey
Environmental and Occupational Health Sciences Institute
170 Frelinghuysen Road, Piscataway NJ 08854
Tel: (848) 445-0123 / Fax: (732) 445-0127

Date: March 24, 2020

RE: Rutgers Clinical Center of Excellence Current Operating Status

Dear World Trade Center Health Program Member,

We know this is a difficult time for all of us, but please rest assured that we are still here for you. During the novel coronavirus (COVID-19) nationwide public health emergency we are asking for your help. Please be patient as we do our absolute best to continue to serve you during this challenging time.

Appointment Information:

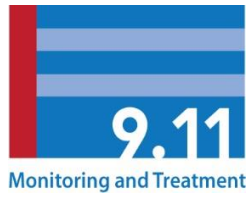
- If you have a monitoring exam scheduled between **now and Friday, April 17, 2020**, our staff will be conducting parts of the monitoring exam by phone. We will schedule you to complete the in-person part of the exam at a later date. If you prefer to reschedule your exam in its entirety, please contact our main number at 848-445-0123.
- If your monitoring exam is **AFTER Friday, April 17, 2020**, we will be sure to update you on our process and operating status. If you prefer to reschedule your exam to a later date, please contact our main number at 848-445-0123.
- For your own health and wellbeing, we ask that you **please do not come to the clinic unless requested by one of our doctors.**

If you experience a medical emergency, please dial 9-1-1 or visit your nearest emergency room.

Clinic Operations:

- Our staff are working remotely to answer your calls and questions as quickly as possible. However, our response time may be slower than normal. Please be patient – we are working as quickly as possible to return your calls in a reasonable amount of time.
- If you need assistance, leave one message with your request on the appropriate staff member's voicemail. Our staff will be checking their voicemails often and will get back to you as soon as possible.
- Our front desk lines are open for emergencies **ONLY** at this time. For urgent matters please contact our main number at 848-445-0123, option 1 then 4.

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Most importantly, please remember that we are a strong community and we will get through this difficult time by staying calm, working together and lending a helping hand when possible. We thank you in advance for your understanding and cooperation!

If you have any questions about any of this information, please contact our **Member Services Manager, Chauntel Richardson, MPH, CHES** by phone at **848-445-6168** or email at **chauntel@eohsi.rutgers.edu**.

For World Trade Center Health Program operational updates, prevention tips, and information on COVID-19 symptoms please visit <https://www.cdc.gov/wtc/covid19.html>.

To receive more up-to-date information and helpful tips to healthy and occupied while at home, please visit our Facebook Page [HERE](#) or visiting <https://www.facebook.com/rutgerswtchp/>.

Sincerely,

Rutgers CCE Staff Members
World Trade Center Health Program at Rutgers
Environmental and Occupational Health Sciences Institute
848-445-0123

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Follow the Rutgers Clinical Center of Excellence on Facebook @rutgerswtchp



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