



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: April 29, 2020

RE: Rutgers Clinical Center of Excellence Current Operating Status- UPDATE

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 appreciate your continued patience as we do our absolute best to continue to serve you during this challenging time.

Appointment Information:

- If you have a monitoring or treatment exam scheduled between **Now and Friday, May 15, 2020**, our staff will be conducting telehealth appointments by **PHONE**.
- Telehealth appointments will take place **on the day** of your scheduled appointment. A staff member will contact you by phone within **30 minutes to 1 ½ hours** of your appointment time. We will do our best to contact you by phone as close to your appointment time as possible.
- We will schedule you to complete the in-person parts of the exam (i.e. blood work, spirometry, physical exam, etc.) at a later date.
- You do **NOT** need to reschedule your appointment **UNLESS** you prefer to reschedule your exam in its **ENTIRETY**.
- If you would like to reschedule your entire appointment to a later date or reschedule your telehealth appointment, please contact our main number at 848-445-0123, option 1 then 4.
- To prepare for your exam, you will receive an email from wtchp-help@eohsi.rutgers.edu. Please be sure to check your spam folder. If you did not receive an email, please call us at 848-445-0123, option 1 then 4 to verify your email address on file.
- If your monitoring or treatment exam is **AFTER Friday, May 15, 2020**, we will be sure to update you on our process and operating status.
- For your own health and well-being, we ask that you **please do not come to the clinic unless asked by one of our physicians to do so.**
- If you are experiencing COVID-19 symptoms, please feel free to call us at 848-445-0123 to be assessed over the phone or contact your primary care physician.
- If you experience a medical emergency, please dial 9-1-1 or visit your nearest emergency room.

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Clinic Operations:

- Many of our staff are still 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, please leave one message with your request on the appropriate staff member’s voicemail. Our staff are still checking their voicemails periodically and will get back to you as soon as possible.
- At this time, our front desk lines are open for emergencies and scheduling/rescheduling appointments **ONLY**. For urgent matters please contact our main number at 848-445-0123, option 1 then 4.

Useful Webpages:

Below are links to some webpages that may be helpful during this time. Please be sure to check these webpages periodically for updates:

- **WTC Health Program COVID-19 Page:** www.cdc.gov/wtc/covid19.html
- **Mental Health Resources:** www.cdc.gov/wtc/mentalhealth.html
- **Rutgers Clinical Center of Excellence Facebook Page:** www.facebook.com/rutgerswtchp
- **WTC Health Program Facebook Page:** www.facebook.com/WTCHealthProgram
- **WTC Health Program Twitter Page:** www.twitter.com/wtchealthprgm
- **Rutgers Clinical Center of Excellence Webpage:**
www.eohsi.rutgers.edu/centers/world-trade-center-health-program

Most importantly, please continue to 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 continued 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**.

Sincerely,

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