



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: May 18, 2020

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

Dear World Trade Center Health Program Member,

We understand that the changes over the past couple of months are not our normal “open door” policy, but these changes are for your and our staffs’ safety. But please be assured we will continue to be here for you safely by phone and email. We appreciate your continued patience as we do our absolute best to serve you during this challenging time. **Please read the following updates carefully:**

Appointment Information:

- **From now until further notice**, all scheduled monitoring and treatment appointments will be take place via a telehealth appointment over the **PHONE**. We would love to see you, but **please do not come to the clinic for your appointment**.
- Your telehealth appointment 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 reschedule your entire exam, please contact us at 848-445-0123, option 1 then 4.
- To prepare for the mental health portion of your exam, you will receive an email from wtchp-help@eohsi.rutgers.edu. Please be sure to check your spam folder.
- Please **DO NOT** submit any of your documents (i.e. medical records, patient packets, bills, etc.) to our office in person.
- **If you need to submit medical records or any other documents to us, please do so by fax to 732-445-0127, by email to wtchp-help@eohsi.rutgers.edu or by mail to EOHSI/WTCHP 170 Frelinghuysen Rd. Piscataway, NJ 08854. Please put Attn: Medical Records OR Attn: To (the appropriate person).**
- If you 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 will continue to work remotely and answer your calls and questions as quickly as possible. Please be patient for a returned call.
- If you need assistance, **please dial 848-445-0123 and select the appropriate prompts.** Please leave one message with your request on the appropriate staff member's voicemail. **Someone will return your call within 24 to 48 hours.**
- 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.
- **As much as we would love to see you, please do not come to the clinic for any reason (unless asked by one of our physicians to do so). When our doors reopen, we will be sure to notify you.**

Useful Webpages:

Below are links to some webpages that will 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 challenging time by continuing to work together. We thank you in advance for your continued understanding and cooperation!

If you have any questions or need assistance, please contact us by phone at **848-445-0123** and **please select the appropriate prompts.** We are still here for you! ☺

Stay Well,

The Rutgers CCE Staff Members
World Trade Center Health Program at Rutgers, The State University of New Jersey
848-445-0123