

Monitoring and Treatment



WTC Health Program

RESPONDER NEWS

Winter 2020

Dear Responders,

Welcome to our Winter Newsletter! We at the Stony Brook WTC Health and Wellness Program wish you and your families a healthful 2021.

With each new year, we often look back at the year that has passed...the good and the bad. Although many of us are just happy to move forward into 2021, we do want to note some good things that came about this year for the Stony Brook WTC Health and Wellness Program– your WTC Clinical Center of Excellence.

The year 2020 tested our organization's flexibility, but we persevered. We quickly implemented telehealth as a platform to provide you with your important services. We increased our outreach calls, continued to enroll new members, and re-opened our doors once it was safe to do so.

We are now serving more than 12,000 members based in Long Island. We have expanded our workforce by adding providers, RN case managers, care coordinators, Member Service Specialists and others. We moved to a new space that is over 30% larger than our previous clinic.

So despite the many challenges we faced as an organization, all of these developments have us kicking the new year off with lots of energy and enthusiasm.

Thank you for your continued support of our Program, and for staying involved with your WTC care. Be well this winter. Looking forward to seeing you at your next visit.

Warmly,
The Stony Brook WTC Health and Wellness Team

WELCOME TO YOUR NEW CLINIC COMMACK SUITE



***Same trusted services....same Commack location...
but in a brand new suite!***

In case you missed it in the last issue...yes, we moved again! As we continue to grow and offer you more Program services and research opportunities, we quickly outgrew the original space at 500 Commack Road. The good news is that we are now on the first floor in the same building and should not be hard to find.

We are thrilled about our new 25,000+ square feet space that was designed specifically for our WTC Program needs. One goal is to make our space smarter by integrating technology to provide you with the most state-of-the art care. Some of our new features include:

- 18 exam rooms
- 5 consult rooms
- Spacious research laboratory with specialized equipment
- Larger waiting room
- New discharge stations
- HEPA filtration and negative air-pressure rooms for enhanced air quality
- Large conference and staff training rooms

Please come check it all out at your next visit!



Health and Safety During the Pandemic



In May 2020, we started slowly re-opening our clinics to see our members in person. This gradual re-opening allowed us to assess how effective our safety protocols were. Your health and safety continue to be our priority.

Just to give you an idea of what to expect when you return to our clinic:

- 1) **Mask up!** Face masks protect you and our staff who interact with patients all day. Our staff wear special masks (do not be alarmed, this is best practice for the safety of all)
- 2) **COVID screening questionnaire:** Within 24 hours of your appointment a Member Services Specialist will call you and confirm that you are well and have had no recent potential exposure to COVID. Honesty is so important and if you have any concerns about your upcoming visit, please bring to your Member Services Specialist's attention.
- 3) **Car check-in and temperature screenings:** To make sure our waiting room is safe, please wait to be called in and proceed to the temperature check station at the front desk.

We value the quality of in-person visits but also understand that while this pandemic continues, you may not be ready to return. That is why it is important for you to know that we offer the telehealth monitoring visit option so you can stay up-to-date with your annual monitoring visits.

Telehealth helps you stay connected with us by making visits still possible thanks to user-friendly interactive video and phone tools.



To Schedule Your Next
In-Person
or Telehealth Visit
Call Member Services:
631-855-1200





Better Communication through Email, Text and Patient Portals



Thanks to all who responded to our text and email surveys, flu shot reminders, urgent updates and other messages these past months! Constant contact with members is so important these days. While emails and text messages are the quickest and easiest way to communicate, **portals are not only just as important but absolutely necessary. You must sign up for them at your visits if you haven't already done so.**

As free, personalized websites, patient portals are set up so you can easily and securely manage your health care. They are pretty popular these days, and many providers like ours offer them. In a nutshell: **Patient portals help keep better track of your care and services.**

The pandemic made us all realize the impacts of disease outbreaks and isolation measures (like quarantines) that restrict communications, movement, and health care access. **Patient portals make sure your care continues despite any extenuating circumstance.**

You Must Be Registered on all 3 Portals!



Manage and Track Your Personal Health Information:

Stony Brook's Patient Portal

- ◇ Send and receive secure emails and private health information
- ◇ Schedule appointments
- ◇ Keep track of your benefits
- ◇ Directly access your medical information, visit summaries and test results
- ◇ Request refills your medications

How it works: Simply register at <https://www.stonybrookmedicine.edu/MyHealthLife>

Trouble registering? Call Stony Brook Tech Support: 877-621-8014

Complete Annual Monitoring Visit Questionnaires:

The WTC Health Program Member Portal

How it works: You get an invite email with a link (URL) to a website portal that is unique to you and your monitoring visit. You can then easily complete any and all questionnaires prior to your visit!

Get Your Sunrise Lab Results: Sunrise Medical Laboratories

How it works: After your monitoring visit, we will give you instructions on how to quickly get your lab results thanks to this portal. A major perk is that you can access all of your Sunrise lab results here, in one place!

Questions? Our Member Service Specialists are here for you. Please call: 631-855-1200



Nutrition Services: Start 2021 off with a Commitment to Your Wellness

“Going to meetings was easy and flexible. The information given was tailored to my lifestyle so making gradual changes has made a profound change in my life.” - WTC Responder

Responder Nutrition *SUCCESS* Story

Business owner, Mr. P, is certified with rhinitis, obstructive sleep apnea, and GERD. A busy work life often lead him to dining out and with less time for exercise. During his yearly visit he was referred to Nutrition Services.

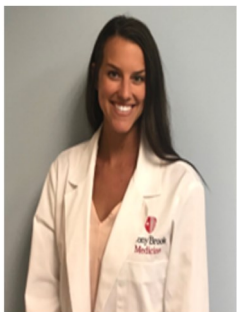
Mr. P worked with our WTC Dietitian to make better choices while eating out and incorporating healthier meals at home, emphasizing additional fruit and vegetable intake. This made it possible for him to reduce his prescribed blood pressure medication dosage, pant size, and joint pain by losing 77 pounds! Two years later, he has been able to keep his weight off, is no longer reliant on his CPAP machine, and feels great!

Start Your Personalized Health & Wellness Journey Today!

Get counseling & education from certified nutrition professionals. Our services offer individualized care for various health related goals to help manage your 9/11 conditions.

Members can seek counseling for resolving digestion issues, managing chronic conditions, regulating blood values- and *of course* weight loss and meal preparation strategies!

**Ask your WTC Provider for a Referral or Call Member Services: 631-855-1200
(ask for Nutrition)**



Katie Hughes, MS, RD is a graduate of University of Delaware and Stony Brook University. She loves to cook and teach our members how to make healthy eating fun and tasty!

Amanda Reichardt, RD, CPT is a Long Island native and comes from a family of first responders. She is also a certified personal trainer and a member of the Commack Volunteer Ambulance Corps.



COVID Vaccination Updates

Stay up-to-date on COVID-19 vaccines and the WTC Health Program [COVID-19 webpage](#). This page is updated by NIOSH, the federal agency that oversees the WTC Health Program, when new information becomes available.

Where can I get the vaccine?

Distribution plans for COVID-19 vaccines are developed by health officials in each state or jurisdiction. If you have questions related to where COVID-19 vaccines are being distributed to in your state or availability of the vaccine in general, please visit your local health department website. Links to health departments in all 50 states, 8 U.S. territories, and the District of Columbia are available in the CDC's [Health Department Directory](#).

Who can get the vaccine?

The Advisory Committee on Immunization Practices (ACIP), CDC's independent vaccine advisory committee, issued interim recommendations on COVID-19 vaccine prioritization while COVID-19 vaccine supply is limited. The CDC Director adopted the ACIP recommendations. More information about CDC's recommendations on who should receive the vaccine is available on their [website](#).

Please visit your state's health department website for COVID-19 vaccine information specific to your state. You may fall into one of the prioritization groups described by CDC or as otherwise defined by your state. Providers must follow the state (or other applicable jurisdiction) plan to administer COVID-19 vaccines. Your membership in the WTC Health Program does not impact your prioritization for the vaccine.

Will the Program Cover the Vaccine?

At this time, you should seek coverage of any administration fee for the vaccine through your primary health insurance. Please continue checking for WTC Health Program updates about the COVID-19 vaccine.

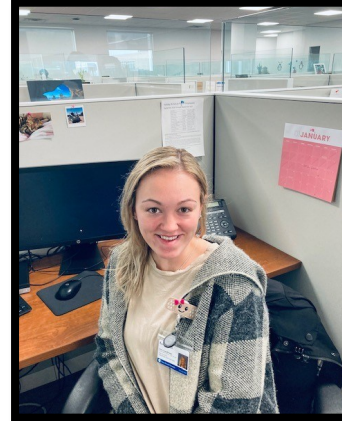
All vaccine doses currently available have been purchased by the federal government with U.S. taxpayer dollars, which means they are provided at no-cost to the American people. However, vaccination providers may be able to charge administration fees for giving the shot. The CARES Act requires that these costs be covered by the patient's public or private insurance company or, for uninsured patients, by the [HHS Provider Relief Fund](#).

WELCOME NEW STONY BROOK WTC TEAM MEMBERS!



Maria Lovell Bune-Fitzpatrick, RN-Case Manager
“Looking forward to be part of this amazing team!”

About Maria: Earning her RN degree from Stony Brook and MSN from Adelphi, she was a public health nurse at Suffolk’s DOH for 21 years, and Stony Brook and Suffolk Community College nursing professor for 18 years. Polynesian Dance is her heritage and love since she was 2 years old. Maria also enjoys nature hiking and exploring, and is a big advocate for education and learning.



Kerri Walsh, Care Coordinator
“I look forward to working with all of you!”

About Kerri: Soon to go for her Master’s in social work, she is a recent St. Joseph’s College graduate with a Bachelor’s in criminal justice, mental health focus and minor in psychology. A volunteer EMT and avid gym goer, one of her favorite travel destinations is the Colorado Rocky Mountains.



Susan Jarvis, RN-Case Manager
“I am looking forward to being part of the WTC Program and working with everyone!”

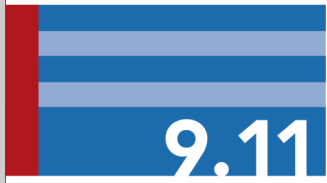
About Susan: A nursing school graduate from SUNY Farmingdale, her most recent experiences include working with both active duty, as well as retired military to assist with their medical needs. Her favorite interests are to spend time with family, friends, and drive to the east end of Long Island.



Rena Nanan, RN
“I am so happy to be a part of the WTC Health Program...this is not just a job for me, but a cause I hold dear to my heart!”

About Rena: After earning her Bachelor’s in nursing at NYU, she was a critical care nurse at Sloan Kettering oncologic ER then Charge Nurse / Assistant Manager. Rena has worked to provide medical care to underprivileged, impoverished communities in Central America as well. A former NYU figure skater and first chair flute player, Rena loves to cook, garden, and practice yoga.

Monitoring and Treatment



WTC Health Program

WTC Health Program
Long Island Clinical Center of Excellence at Stony Brook Medicine
500 Commack Road, Suite 160
Commack, NY 11725

Visit us at: WTCwellnessprogram.org
Follow us on Facebook: [@stonybrookwtc](https://www.facebook.com/stonybrookwtc)

Providing Excellent Care in Suffolk and Nassau Counties



500 Commack Road, Suite 160
Commack, NY 11725



173 Mineola Boulevard, Suite 302
Mineola, NY 11501