The following message is being sent on behalf of President Destler.

Dear Colleagues:

I am pleased to announce that Rochester Regional Family Medicine at RIT will open Monday, October 19. This advanced primary care practice’s presence on our campus is made possible by the strategic alliance between RIT and Rochester Regional Health.

The practice will be available to RIT faculty and staff, family members (including children), and retirees as well as the public. RIT employee health care plan participants have the benefit of the reduced copay available at this practice (only $10). Employees and others who are not covered by RIT health plans will pay the office visit charge based on their own health plan’s benefits.

The practice will be housed in the new state-of-the-art Clinical Health Sciences Center located at the north end of Louise Slaughter Hall. The hours of operation will be Monday through Friday, 8 a.m. to 5 p.m.

A laboratory draw station will also be located adjacent to the practice for patient convenience.

Please note that RIT students will continue to use the Student Health Center, Student Counseling and Psychological Services, and Student Wellness for their physical and mental health care needs.

For more details, including a list of available services, frequently asked questions (FAQs) and contact information for the practice refer to the link on the Medical and Prescription Drug Coverage page on the human resources website. A subset from the full list of FAQs is provided below for your convenience.

For questions about recording your time or other employment-related matters, contact your HR Services Manager (HRSM).

For questions about RIT’s health care plan, contact your benefits representative in the Human Resources Department based on the first letter of your last name as follows:

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<th>Your Last Name</th>
<th>Contact</th>
<th>Telephone/V</th>
<th>Email Address</th>
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<tbody>
<tr>
<td>A-L</td>
<td>Valerie Liegey</td>
<td>(585) 475-5346</td>
<td><a href="mailto:valpsn@rit.edu">valpsn@rit.edu</a></td>
</tr>
<tr>
<td>M-Z</td>
<td>Brett Lagoe</td>
<td>(585) 475-5983</td>
<td><a href="mailto:blbpsn@rit.edu">blbpsn@rit.edu</a></td>
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For questions about the practice prior to its opening on October 19, you should contact Theresa Weishaar, Interim Practice Manager, at 585-967-3360.

Sincerely,

Bill Destler
President
What is Rochester Regional Health Family Medicine at RIT?
Rochester Regional Health Family Medicine at RIT is a state-of-the-art primary care practice affiliated with Rochester Regional Health, with convenient access for RIT faculty and staff, designed to promote wellness integration into the work environment.

Will the practice be an urgent care facility?
No. You may get treated at the practice for minor illnesses that require same day care, such as a sore throat or ear ache, but not for more significant symptoms such as chest pain or difficulty breathing. For those, you should seek care at an emergency room. Work-related injuries will not be treated at the practice.

How will the practice be staffed?
The practice will be staffed by employees of Rochester Regional Health. At this time, the staff includes physician Eric Wilcox, DO and Ashley Goergan, practice manager. The staff will also include a nurse, a physician assistant and an access associate.

I like my current primary care physician (PCP). Would I need to change to Dr. Wilcox if I choose to go to the practice for a same-day appointment? Do I need a referral?
If you participate in one of RIT’s health plans, you may retain your current primary care physician and still go to the practice for care, and no referral is needed. If you are in another health plan, you should check with your plan.

How easy is it to make an appointment?
Appointments will be available by phone (585-922-3100); once you are registered as a patient of the practice, you can also make appointments via the Rochester Regional Patient Portal – MyCare. NYS Relay Services is also being set up. The practice will make reasonable efforts to ensure that any RIT patient who requests an appointment will be offered one within two business days.

Will the practice be user-friendly for deaf and hard-of-hearing individuals?
Yes, the office space was specifically designed to ensure a user-friendly environment for deaf and hard-of-hearing people. Access services will be provided primarily through Video Remote Interpreting (VRI). The ASL video interpreters have a minimum of 3 year experience and are professionally certified. VRI allows the practice to provide interpreting as needed without having to make arrangements far in advance. When needed, local interpreters may be arranged with sufficient notice.

What are the hours? Will the practice be open for regular hours during RIT breaks and summer?
The practice will be open Monday through Friday, 8:00am to 5:00pm. The practice will be open its regular hours during RIT breaks and summer. There is also a phlebotomy lab for blood drawing, and its hours are Monday through Friday, 7:00am to 4:00pm.

Will the practice staff be available after hours?
If you elect to make Dr. Wilcox your primary care physician (PCP), you will be able to call for assistance after regular hours. Call the regular phone number for the practice – 585-922-3100 – and you will reach the answering service who will connect you with the physician who is on call.
Do I need to tell my supervisor when I am leaving my worksite to go to the practice?
You should inform your supervisor whenever you leave your worksite for any purpose. You should let him/her know you are leaving to seek medical care, but you are under no obligation to disclose the reason.

How is my time reported in Kronos when I go to the practice?
The time should be reported as Sick/Personal. Further information on the usage of Sick/Personal time can be found at the benefits website.

Available Medical Services

What types of services will be available at the practice?
The practice is a family primary care practice serving as your medical home. The general categories of service are preventative care, health promotion, chronic condition management, wellness services and acute care. There is also a phlebotomy lab for blood drawing.

Will I be able to get my allergy shots at the practice?
No, it is considered safest for you to obtain your allergy shots from your allergist, rather than from a primary care practice.

Can I go to the practice if I am injured on the job?
No, if you are injured on the job, please see the Human Resources website for the proper procedures to follow.

How does the practice protect my confidential health information?
Rochester Regional Health has a very strict HIPAA-compliant confidentiality policy in place. Personal health information will not be shared with RIT. All employees of the practice are trained in and bound by HIPAA compliance requirements.

Student Health Center Questions

Is the practice separate from the Student Health Center?
Yes. The student health fee provides students with access to the programs and services offered through the Student Health Center, Student Counseling and Psychological Services, and Student Wellness.

Will RIT students be using the practice for their health care, or will they continue to use the Student Health Center?
Students will continue to use the Student Health Center, Student Counseling and Psychological Services, and Student Wellness for their physical and mental health care needs.

Will students be able to use the practice if the Student Health Center is closed?
No. Students have access to after-hours phone consultation services or can choose to use a local Urgent Care Center that accepts their health insurance plan when the Student Health Center is closed.

I am a student and also the dependent of an RIT faculty or staff member, or have my own personal insurance that is accepted at the practice, can I use the practice?
Yes. If you are a dependent of an RIT faculty or staff member who has RIT’s health care coverage, you can use the practice as you would with your current primary care physician and would be charged the reduced copay. If you are a student and the practice accepts your health insurance plan
then you can use the practice as you would your primary care physician and would be responsible for payment as specified in your plan.

Please consider the environment before printing this e-mail.

Judy E. Bender  
AVP Human Resources  
Rochester Institute of Technology  
Office 585-475-4315  
Fax: 585-475-7170  
Email: jebpsn@rit.edu

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