

Questions and Answers Regarding the Merger and Relocation of AIDS Community Health Center and AIDS Rochester

Regarding the Merger

Question: Why are you merging?

Answer: We are merging because of the positive impact on services that this combination will have. For example, people living with HIV will be able to get the majority of their complex needs met at one location, through one comprehensive care system. We believe that will mean better adherence to medical regimes, decreased duplication of services, and increased convenience for those we serve.

Question: Weren't you already affiliated?

Answer: While AIDS Community Health Center and AIDS Rochester have supported each other's initiatives and partnered on projects throughout the years, we have always operated as two separate organizations. This decision will formally join us and create one organization.

Question: When will the merger take place?

Answer: **The goal for an effective date of the merger is January 1, 2010.** The process includes preparing and sending merger documents with an application to various state agencies. Once approvals are obtained, then it must also be approved by the courts. After all approvals are obtained, the Certificate of Merger will be filed with an effective date of January 1, 2010.

Question: Who will be the head of the new organization?

Answer: The president of the new organization will be Jay Rudman, the current president of AIDS Community Health Center. Paula Silvestrone, the current executive director of AIDS Rochester has decided to retire after 20 years of significant accomplishments in her position. However, that will not be effective until January 1, 2010, and so Paula will be moving to the Monroe Square location to help facilitate the blending of our two organizations.

Question: Will there be a new name for the merged organization?

Answer: Yes, there will be a new corporate name, which will be submitted with the application for merger, and announced shortly before the merger takes effect. New logos will be developed for use in signage and in all communications and will be implemented at the time of the legal merger on January 1, 2010.

Question: Will the merger affect the Pleasant Street Pharmacy?

Answer: The Pleasant Street Pharmacy is a program of AIDS Community Health Center and, therefore, will move into a larger space at the new location. We will continue to offer the highest quality service in the pharmacy and welcome any clients/patients who choose to use our services to fill their prescriptions.

Question: Will there still be satellite locations?

Answer: Yes, we will maintain the satellite locations in Rochester and the Finger Lakes region (Geneva and Bath).

Question: Are services changing? Will fees change?

Answer: No. The services you currently receive at either organization will be available from the new organization at the new location. In fact, we anticipate being able to expand our programs to meet the needs of those we serve. We don't anticipate a change in fees as a result of the merger.

Question: Are any new services going to be offered?

Answer: In time, yes, we hope to offer new programs as the need emerges and the resources are available.

Question: Will the quality of care change as a result of the merger?

Answer: We believe that the quality of care will get even better as we blend our resources. For example, a combined administrative staff and strengthened infrastructure will enable direct service staff to concentrate fully on serving our patients/clients without being distracted by resource-intensive administrative tasks.

Question: Is anyone losing their job as a result of the merger?

Answer: No one is losing his or her job as a result of the merger. You'll be seeing the same friendly faces in our new location. We anticipate an increase in client service demand for our respective services, which will allow the new organization to fully use its current capacity and, therefore, avoid the need for future staff reductions as well.

Question: Will I have the same medical provider and case manager?

Answer: Yes, you will have the same medical provider and case manager.

Question: If I'm an AIDS Rochester client will I have to change my medical care to AIDS Community Health Center?

Answer: You will always have the choice of where to get your medical care. You will be able to access whatever services you want at the new organization, and this means that you can go elsewhere for your medical care if you choose.

Question: If I am an AIDS Community Health Center patient will I be required to use AIDS Rochester for Case Management?

Answer: No, you will not be required to use AIDS Rochester for Case Management. You will always have the choice of which organization to receive services from.

Question: Can I continue to use Catholic Charities, Ibero-American, etc. for case management services?

Answer: You will always have the choice about where to receive your case management services.

Question: How will you handle my records? Who will have access to my personal information?

Answer: We will continue to handle your records as we always have – with utmost care and with your protection and legal rights as our primary focus. Access to records is only granted to those who need to and have a legal right to see them.

Question: How will ‘growing pains’ be handled?

Answer: AIDS Community Health Center and AIDS Rochester staff have already begun collaborating on a number of initiatives and will have the opportunity to continue to get to know each other through formal staff introduction activities. Both groups are excited about this momentous development and see this as a decision that will benefit patients, clients, staff and the community. Under the direction of leadership, all staff are committed to working through any challenges that present themselves in a timely manner, with the impact on patients and clients as the main consideration. We also encourage patients and clients to take an active role in the Patient Advisory Committee (PAC) where they can voice any concerns or suggestions as we work through this transition.

Regarding the Relocation

Question: Why is ACHC leaving Clinton Avenue?

Answer: We have already outgrown the space at our Clinton Avenue facility. When we merge we will need significantly more space to accommodate additional programs and people.

Question: Will the hours be changing?

Answer: Not at this time. Initially both organizations will continue with current hours of operation. However, we will be continually evaluating adjustments to our hours of operation that will help improve access and availability.

Question: Who should I call when I have questions?

Answer: If you want more information, we encourage you to contact Mary Beth Lowery at AIDS Community Health Center, 530-6172 or MLowery@achcRochester.org, or Paula Silvestrone at AIDS Rochester Inc., (585) 442-2220.

Question: Is the new facility on a bus line?

Answer: Yes. Our new facility at Monroe Square, 259 Monroe Avenue, is near the corner of Alexander Street and can be reached on the 7 Monroe bus route. Our new location is less than a quarter-mile from the East End, Center City/Central Business District, South Wedge, or Upper Monroe neighborhoods.

Question: What kind of parking will be available?

Answer: There are 650 free parking spaces on site, located behind and on the side of the building, so there will be plenty of parking for patients, clients, staff and guests.