



NEW YORK UNIVERSITY

A private university in the public service

Student Health Center

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www.nyu.edu/health
health.center@nyu.edu

November 2010

Dear Parents,

We are delighted to welcome your son or daughter to *New York University Study Abroad*. Your student is about to embark on an incredibly exciting chapter in his or her academic development. Our *Study Abroad* program provides a unique opportunity for students to experience an entirely new culture from an academically rigorous perspective.

The purpose of this communication is to help facilitate your son's or daughter's possible adjustment to living overseas (outside the United States). It covers critical information that may help with your student's adjustment to New York University Study Abroad. It also outlines the following information:

- Facilitate your student's transition to begin studying away from home and in a new country
- Medical and mental health services abroad;
- Importance of obtaining adequate health insurance;
- Health concerns specific to the country in which your son or daughter will be studying;
- Outline NYU's pre-matriculation health requirements to be completed by **December 1st, 2010**;
- Provide contact information for important resources such as Wellness, Counseling & Behavioral Health services; and,
- Summarize key points and items requiring action in an easy reference format.

While the issues described here are unlikely to surface, if they do, NYU stands ready to assist you. We ask you to read this letter carefully, discuss these issues with your son or daughter, and consult with the University's *Wellness Exchange* (212) 443-9999 or at wellness.exchange@nyu.edu for any assistance. It is important to note that the information provided below is general in nature, so please do not hesitate to contact us with the program-specific questions – the capacity of local health facilities varies considerably between overseas sites.

In the *Relevant Health and Mental Health Resources* section at the conclusion of this letter, phone numbers and email addresses are provided for offices that can respond to any questions you may have about the issues raised in this letter please retain a copy of this letter for your records.

Making the Transition Successful – Your Role

As you know, good physical and mental health are important factors in a student's ability to succeed in college. While studying abroad, students will immerse themselves in a country filled with new academic, social, and cultural opportunities. This will be a wonderful time of new discoveries that will provide knowledge and experiences that will last a lifetime. As with all new experiences, however, there are potential stressors as well.

Students may need the support of medical and mental health counseling professionals. In particular, students who are already experiencing emotional or physical difficulties – or who have experienced such issues in the past – benefit from ongoing professional assistance while abroad. Students should take responsibility for their own health and welfare by planning for and following through on their individual needs, while understanding that the range of services available at NYU in New York City cannot be replicated at the study abroad sites.

- ✓ **It is important that students continue any on-going mental health counseling or medical care and currently prescribed medications while abroad to ensure that they are able to learn and grow to their full potential.**
- ✓ **If you need help determining whether your son or daughter should travel abroad for study, please contact the *NYU Wellness Exchange* at (212) 443-9999. This service is staffed by licensed mental health professionals at NYU and is available 24 hours a day, 365 days a year, to assist with consultation, support, and emergencies after hours.**

As a parent, you can assist us in planning for your student's successful time abroad. *We encourage you to think about your son's or daughter's circumstances prior to departure, consult with a health professional and determine if studying abroad is appropriate at this time if, either presently or in the past he or she has:*

- A chronic medical condition such as asthma or diabetes, etc.;
- Been on psychotherapy or taken psychiatric medications;
- An eating disorder; or
- Difficulties with alcohol and/or drug related substance abuse.

Other ways to keep in touch with what is going on at the University

You may also want to consider joining the *Parent Listserv*, a one way listserv to receive email updates on important deadlines, parent-related happenings, campus news and health alerts. Subscribe by sending an email to join-src-parents@lists.nyu.edu. You can also receive the *Parent Helpline Newsletter* that provides resources and information via the listserv several times a year at www.nyu.edu/parents.guide/serv-info-nyutoday.html.

Medical and Mental Health Services Abroad

Some *NYU Study Abroad* sites offer some on-site medical and mental health services. However, a student who needs regular or frequent care is encouraged to obtain referrals to private health and mental health providers in the locale where he or she will be studying. There may be delays in securing appointments depending on availability, so it is best to start this process as early as possible.

- ✓ **Please be aware that prescription medication mailed internationally may not be received due to customs restrictions, and some medication available in the U.S. may not be available abroad. In addition, prescriptions written in the U.S. are not honored abroad, so your son or daughter should discuss with their health professional whether they should secure enough medication for the entire duration of their stay, or plan to see local mental health or medical professionals who have prescriptive authority.**

Only you and the health professional can make the proper judgment on how chronic medication should be safely managed while abroad. Even if your son or daughter plans to travel with enough medication for the duration of their program, local customs agents may confiscate medications if it appears that the amounts are greater than for personal use, so please plan accordingly. In our view, it is important to have routine care by a health professional at the international site, particularly if your student is taking medications. Please discuss these issues with a health professional or with the *NYU Wellness Exchange* as soon as you can. NYU is ready to assist you!

Importance of Obtaining Adequate Health Insurance

As part of the semester-based NYU overseas programs, students are enrolled in a global health insurance plan called *HTH Worldwide* at no additional cost. This program provides them with improved access to medical and mental health services in the event they become ill or injured or require ongoing health or mental health care while abroad with New York University. *Please note:* The *HTH Worldwide* plan has coverage limits and may not provide coverage when the student returns home on travel, breaks, or on a permanent basis.

Before your student departs, s/he will receive an email from *HTH Worldwide* directly with the subject line *NYU-Global Important Insurance Information*. Please ensure that your student reads this email carefully and activates their access to the tools and information provided on the website, including the *Well-Prepared* profile.

- ✓ **Your student must also print his/her health insurance ID card from the website before they depart. This is very important, as this card is proof of their coverage. Should you have any questions, please contact *HTH* customer services at (866) 281-1668 (toll free inside the U.S.) or (610) 254-8741 (collect outside the U.S.), where you can get information about your *HTH* plan benefits and access health care while you are studying abroad. For other insurance-related concerns, please contact *NYU Student Health Insurance Services* at health.insurance@nyu.edu or (212) 443-1020.**

While enrollment in the *HTH Worldwide* plan is free to all students studying abroad with NYU, your student must still be covered by a health insurance plan that complies with NYU criteria. This ensures that there are no critical gaps in coverage for medically necessary care at home or abroad. Most NYU students are automatically enrolled in and charged for the NYU-sponsored Student Health Insurance Plan as part of the course registration process. Visiting students are unfortunately not eligible for NYU-sponsored Student Health Insurance and should plan to maintain their own coverage for their term away with NYU.

These options apply to NYU students in particular:

- ✓ **If the student maintains alternate health insurance which meets the University's criteria (www.nyu.edu/health/waivecriteria), the student may take action to waive the NYU-sponsored plans.**
- ✓ **Please visit www.nyu.edu/health/insurance, which describes the NYU-sponsored Student Health Insurance Plans and how to use the online enrollment and waiver processes within the appropriate deadlines. For more information, please contact Student Health Insurance Services at (212) 443-1020 or health.insurance@nyu.edu**

Tuition insurance is also available and is recommended to protect families from unanticipated financial consequences of physical and/or psychological illness. For more information, please contact Philip Beatty at *A.W.G. Dewar, Inc.*, (617) 774-1555 or www.collegerefund.com. There are important limitations and exclusions so please read the policy very carefully.

Health Requirements

Finally, as a parent of an NYU student, you can help ensure that your son or daughter returns important information to the *Student Health Center*. Timely completion of the following information allows us to serve your child in the best possible manner:

NYU requires the following:

1. Immunization Information for new NYU students and visiting students (distributed by mail to the students' current mailing address):

- ✓ **Evidence of vaccination with two doses of the combined Measles, Mumps, Rubella (MMR) vaccine, if not immune by history of disease or laboratory titer.**
- ✓ **Submit a Meningitis Response Form to acknowledge that your student has received information about the disease as well as whether or not they choose to be immunized.**

2. Student Health History Form (distributed by mail for visiting students and in person at the Pre-Departure Orientations in November):

This health history questionnaire is critical in helping us understand the health care needs of your son or daughter so that we can proactively offer treatment and/or referral planning to ease the adjustment process.

Additionally, if there are specific health, mental health, or other concerns about the transition to life at NYU, please encourage your student to indicate those concerns to us on the form. **Please be as forthcoming as possible – the more information we have, the better positioned we are to help if a problem develops during the transition. The NYU Wellness Exchange is available to consult with you on these issues at any time before the student leaves the U.S.**

- ✓ **The Office of Global Programs has asked that your student please complete the appropriate NYU required Student Health History and, if applicable, immunization information and return it to their office by December 1, 2010.**

If you have any questions regarding the health history form please contact Sandra Mercado at (212) 443-1042.

Students in Need

NYU will make every effort to assist students if they experience health or mental health challenges while abroad. On rare occasions, it may be necessary for you, the parent, to travel to the study abroad site to assist your son or daughter and/or accompany him or her back to the United States. The decision to allow your son or daughter to remain in or withdraw from their program rests solely with the University. In the instance where your travel may be necessary, it will be important that you have a prepared game plan, e.g., a valid passport, making sure you can be reached in case of an emergency, etc. Of course, if a student has made the decision on their own to end their study abroad experience early, we will assist them in navigating any academic and travel issues they may encounter.

Health Concerns Specific to the Country in Which Your Son or Daughter Will Be Studying

While your son or daughter is abroad, it is important to have accurate and reliable health information about the part of the world where he or she is studying. In our student materials, we provide links to the following official entities, and recommend that you look at these resources with regard to all health issues.

- The Center for Disease Control (CDC), U.S. State Department
- The World Health Organization
- Local governmental health agencies
- Local media sources

The University maintains plans to respond to significant community-wide problems that may arise in the areas where our study abroad sites are located. However, in the event of a major health concern where contagion is an issue and government actions (such as quarantine and the closure of borders) can affect our ability to respond, we are likely to be hampered in assisting as we might otherwise do. We share with you these realities because we are aware that the decision to study abroad is a personal one, and should be made with as much information as possible.

The University's medical professionals recommend that all students:

- ✓ **Secure an annual flu inoculation. Since flu vaccinations may not be available prior to departure from the U.S. (they are only available at specific times of the year), students should speak with their health care providers to confirm if a vaccine is available or needed once they arrive in the country of study.**
- ✓ **Discuss maintenance medication and vaccinations with a health professional. Our student preparation materials, available to students via NYU's secure online system *Blackboard*, includes recommendations and links to various official sources of information on this topic depending on where you student will study.**

Often, medical professionals recommend that all people who travel abroad receive certain pre-departure vaccinations or bring particular medicines with them such as Cipro (ciprofloxacin), which is an antibiotic, or anti-malarial prophylaxis medications, so that they are prepared in the event of a medical issue. Please be sure that the advice of a medical professional –wherever the student is traveling – is closely followed.

Family Support is Irreplaceable

The support and supervision that students receive from their families is irreplaceable. If your son or daughter demonstrates the need for your continued close involvement, we encourage you to provide it, taking into account the challenges that different time zones, telephone costs, and physical distance can create, especially in the event of an emergency. Costs may be higher for many services, and the internet connectivity is often not as reliable or fast as it is in the United States. **If, as you communicate with your son or daughter, you become aware that he or she may be in need of help, please contact us – we want to hear from you.** The staff at each site can help address your immediate concerns. Always know that you can contact the *NYU Office of Public Safety* **24 hours a day** at (212) 998-2222.

Resources

If you need help determining whether your son or daughter should travel abroad, please contact the *NYU Wellness Exchange* at (212) 443-9999. Other NYU health and mental health resources can be found on the attached sheet. If you need assistance finding health or mental health practitioners in the city where your son or daughter will be studying, or have other inquiries – either before departure or once your son or daughter is abroad – please email the *Senior Director of Counseling and Wellness Services, Ms. Zoe Ragouzeos, LCSW* at zoe.ragouzeos@nyu.edu, who can help you directly, or put you in contact with on-site staff. Local resources are also included in our materials, which may be accessed online by students through *Blackboard*. Visit our website for more information (www.nyu.edu/studyabroad)

- ✓ **Should there be an emergency involving the immediate physical well-being of your son or daughter while he or she is abroad, you can always call the *NYU Office of Public Safety* at (212) 998-2222, 24 hours a day. Note that when your student arrives at their international site, he or she will also receive a local number that can be accessed 24/7, if he or she is in need of help.**

NYU places the highest priority on the academic success and overall well-being of its students. We look forward to an effective partnership with you and your son or daughter in achieving these goals.

Sincerely,

Carlo Ciotoli, M.D.
Acting Assistant Vice President for Student Health/Medical Director
New York University Student Health Center

NEW YORK UNIVERSITY
Health and Mental Health Resources

A number of offices at NYU offer health-related services to help students make the most of their academic experience. Students studying abroad may contact these offices with additional questions, or if they are already utilizing their services, should advise them that they will be studying abroad.

Department of Public Safety
(212) 998-2222

www.nyu.edu/public.safety

The officers in the *Department of Public Safety* are committed to maintaining the highest level of safety and security for the members of the NYU community anywhere in the world. In an emergency situation concerning your son or daughter, you may call **(212) 998-2222** to get the immediate assistance, 24 hours per day, 7 days per week.

Wellness Exchange

24/7 Hotline: (212) 443-9999

www.nyu.edu/999

The award-winning *Wellness Exchange* is your key to accessing NYU's extensive health and mental health resources. A central feature common to all these services is a private, 24/7 hotline that puts students in touch with professionals who can help them address day-to-day challenges, as well as other health-related concerns including medical issues, academic stress, depression, sexual assault, anxiety, alcohol and other drug dependence, sexually transmitted infections and eating disorders. The *Wellness Exchange* is also available for students who just need to talk – for whatever reason. You can access the *Wellness Exchange* anytime at (212) 443-9999 or at www.nyu.edu/9999

The Henry and Lucy Moses Center for Students with Disabilities
(212) 998-4980

www.nyu.edu/csd

The *Moses Center for Students with Disabilities* provides comprehensive services and programs for qualified students with psychological, mobility, visual, chronic, and deaf and hard of hearing disabilities. The *Moses Center* is committed to assisting students in achieving as much independence as possible. Students who wish to receive assistance from the *Moses Center* must provide documentation of their disability. All communication with the *Center* is confidential.

Additional Information on the NYU Website

NYU also has extensive information about these services on the Web. You may wish to view the NYU Wellness Exchange Website at www.nyu.edu/9999 or the Student Health Center Website at www.nyu.edu/health.

Health and Safety Key Points and Items Requiring Action!

- ✓ **It is important that students continue any on-going mental health counseling or medical care and currently prescribed medications while abroad to ensure that they are able to learn and grow to their full potential.**

- ✓ **If you need help determining whether your son or daughter should travel abroad for study, please contact the *NYU Wellness Exchange* at (212) 443-9999. This service is staffed by licensed mental health professionals at NYU and is available 24 hours a day, 365 days a year, to assist with consultation, support, and emergencies after hours.**

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Completed

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Completed

- ✓ **Parents of Visiting Students and New NYU Students only - Evidence of vaccination with two doses of the combined Measles, Mumps, Rubella (MMR) vaccine, if not immune by history of disease or laboratory titer returned by December 1st, 2010.**

Completed

Health and Safety Key Points and Items Requiring Action!
CONTINUED

- ✓ **Submit a Meningitis Response Form to acknowledge that you have received information about the disease as well as whether or not they choose to be immunized returned by December 1st, 2010.**

Completed

- ✓ **We ask that your student please complete the NYU required Student Health History and return it to the Office of Global Programs by December 1st, 2010.**

Completed

- ✓ **Secure an annual flu inoculation. Since flu vaccinations may not be available prior to departure from the U.S. (they are only available at specific times of the year), students should speak with their health care providers to confirm if a vaccine is available or needed once they arrive in the country of study.**

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