



CUSTOM MEDICAL INTELLIGENCE REPORT PROVIDER REPORT Yale University New Haven, Connecticut United States

UnitedHealthcare Global Assistance Contacts

From the United States, dial, fax or email:

- Phone: 1.410.453.6330
- Fax: 1.763.367.4063
- Email: Assistance@uhcglobal.com

United States Emergency Services

Emergency Numbers to be dialed locally:

Ambulance & Medical emergency services: 911
Fire: 911
Police: 911

The United States has efficient ambulance services, staffed by well-trained paramedics who are equipped to respond to life-threatening emergencies. Visitors should note that ambulance services can be costly.

Those in need can access the public ambulance system by dialing 911. The responding ambulance will be directed to the most appropriate public hospital. While many public hospitals are not as comfortable as private hospitals, they are usually better equipped to deal with serious emergencies. Most large teaching hospitals and trauma centers also have helicopters for medical evacuation.

Visitors should note that it is not advisable to use hospital emergency departments for non-urgent walk-in care, as this can be very costly. Most urban areas have minor emergency centers (also called "urgent care centers") where one can receive treatment for minor medical problems, though these centers can be costly as well.

In the case of an emergency go IMMEDIATELY to the nearest physician or hospital without delay, then notify UnitedHealthcare Global Assistance as soon as possible of your situation. UnitedHealthcare Global Assistance will immediately take appropriate action to assist you and monitor your care until the situation is resolved.

Hospital in New Haven

Yale New Haven Hospital

20 York Street
New Haven
Connecticut
United States
Postal Code: 06510
International Phone: +1 203 688 4242
Local Phone: 203 688 4242
Website: www.ynhh.org

Comments: This is a teaching hospital for Yale School of Medicine. This hospital offers a full range of specialists including a 24/7 Emergency Department and a Level 1 adult and pediatric trauma facility.

Overall Medical Risk	1	
Disease Risks	1	
Quality Of Care Risks	1	
Remoteness Risks	1	
Cultural Challenge Risks	2	



Urgent Care Center

Concentra Urgent Care

370 James Street Suite 304

New Haven

Connecticut

United States

Postal Code: 06513

International Phone: +1 203 503 0482

Local Phone: 203 503 0482

Website: www.concentra.com

Comments: This is an urgent care center with business hours from Monday to Friday 8:00 am to 5:00 pm.

Mental Health Care

Please Note: Availability of a private mental health provider cannot be guaranteed until an appointment is scheduled.

UnitedHealthcare Global is available 24/7 to assist you with the most appropriate referral for your particular condition.

The Center for Dialectical and Cognitive Behavioral Therapies (CDCBT, LLC)

291 Whitney Avenue, Suite 301

New Haven

Connecticut

United States

Postal Code: 06511

International Phone: 1 203 787 3070

Local Phone: 203 787 3070

Website: <https://cdcbt.com>

Comments: This is the private practice of a group of psychologists specializing in dialectical and cognitive behavioral therapy.

Dr. Donna H. DiCello, Psy.D.

Clinical psychologist

37 Trumbull Street, Suite 104

New Haven

Connecticut

United States

Postal Code: 06510

International Phone: 1 203 773 3560

Local Phone: 203 773 3560

Website: www.donnadicellopsyd.com

Comments: This is the private practice of a licensed clinical psychologist in the New Haven area near Yale University.

Medical Intelligence Reports

Quality of Care

The standard of medical care in the United States is considered excellent and among the most advanced in the world, and all medical and surgical specialties are available. University teaching centers have the most advanced capabilities. Rural hospitals tend to be more limited. Most public and private hospitals have emergency and outpatient departments.

Standards are enforced by accreditation organizations, and although many health professionals have graduated or trained abroad, they all hold US certification or the equivalent.

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Immunizations and Preventative Treatments

For **recommended** and **required vaccinations** as well as preventative treatment for travel to United States, visit the [US Centers for Disease Control and Prevention](#).

Hospital Care

The major cities in the United States usually have multiple hospitals; smaller cities may only have one. The more rural the area, the more likely that a hospital may be the only place with the equipment to treat serious injuries or ailments.

There is a wide variety of hospitals, including private for-profit medical centers, non-profit hospitals operated by county and state governments, religious orders, or independent non-profit organizations, and specialty hospitals focused on areas such as pediatrics, women's health, orthopedics and cardiology, as well as many other specialty areas.

The most sophisticated medical care is found at the university hospitals, though superb medical care is often available in community hospitals and the waits are usually shorter.

Hospitals provide some outpatient care in their emergency rooms and specialty clinics, but primarily they exist to provide inpatient care. Hospital emergency departments and urgent care centers are sources of sporadic problem-focused care.

Non-Urgent Care

Most health care in the United States is provided in the outpatient setting: in the ambulatory centers located in hospitals, urgent care centers, and through family and general practitioners. It is common for patients to access specialist care without a referral.

Private sector outpatient medical care is provided by personal primary care physicians (specialists in internal medicine, family medicine, OB/GYN and pediatric medicine), sub-specialty physicians (such as gastroenterologists, cardiologists and pediatric endocrinologists), or non-physicians (including nurse practitioners and physician assistants).

Walk-in clinics are another place for travelers to find routine medical care, letting patients see a doctor or nurse-practitioner without an appointment but often with a wait.

High-quality dental services are widely available throughout the country, and one is free to choose their own dentist. UnitedHealthcare Global is available 24/7 to assist you with referrals to the most appropriate outpatient center for your particular condition.

Medications

Most major international brands of medication are widely available in pharmacies throughout the country (many of which are open 24 hours a day). Pharmacies are abundantly supplied, but visitors may find that some medications which are available over-the-counter in their home country, such as codeine-based painkillers, require a prescription in the United States. Only prescriptions written by a U.S. doctor will be filled.

Visitors can get advice from pharmacists on which medications require a prescription, and find out the U.S. names of international medications.

UnitedHealthcare Global recommends that you bring an adequate supply of prescription and other medications from your home country. Learn the generic (or chemical) names of your medications, as brand names will differ from country to country. Always check the expiration date on all medications. Be sure to carry all medications in your carry-on luggage if possible - if not, include in your carry-on luggage at least enough supply to cover any unscheduled delays in travel and for the first week at your destination. To help with customs inspections, carry all medications in their original labeled containers, carry your original,

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written prescriptions and, in a separate place, write down the name (including the generic name), strength and prescribed dosage with your doctor's name and contact information.

NOTE: Some countries limit the medication import to a 3-month supply. If you are staying more than 3 months, you may need to bring your 3-month supply and then obtain an equivalent prescription from a local physician.

Traveling with Medication

Being prepared

- Travelers are advised in general to bring along an ample supply of necessary medications, as well as a copy of their prescription.
- Carry a letter from your physician explaining your condition, what medications you take and the dosages. Keep your doctor's name, address and telephone number with you, as well as similar information about your regular pharmacist. Keep a list of your food and drug allergies and a description of the reaction, along with a list of your medical conditions.
- Because brand names vary from country to country, travelers should know the generic names of each form of medication.

Know your destination

Consult UnitedHealthcare Global to find out the following information about pharmacies and medications in your destination country:

- What is the quality and availability of international medications?
- Are there 24-hour pharmacies?
- Will pharmacies fill foreign prescriptions?
- Are there any restrictions on the medications I am allowed to bring or have with me? (If you are carrying a narcotic-based prescription drug or syringes, it is a good idea to also carry a letter from your physician stating why you need the drugs and/or supplies in question.)

Packing medications

- Keep your medications with you when you travel. Do not pack them in baggage that will be checked as they may be lost or delayed in getting to you.
- Carry your prescription medicines in their original containers, not in store-bought pill boxes. Unlabeled containers could raise suspicions and lead to problems.
- If traveling by car or bus, do not store medications in the trunk or storage compartments, as these are not temperature controlled.
- If your medication needs to remain at a specific temperature to maintain its efficacy, never let your medication directly touch ice packs and make sure the appropriate temperature can be maintained during the whole trip including potential delays. Do not put these medications in checked baggage on an airline as they may freeze.

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Medicating across time zones

- If you are crossing several time zones and are on a fixed dosage schedule (for example, for insulin injections), you may have to make dosing adjustments to avoid medication lag.
- If you are afraid you will get confused or if you have to keep track of more than one medication, it may help to have an extra wristwatch set on home time.

Prepare for climate changes

- Be aware that a change in climate may bring on untoward drug side effects. In hot climates, for example, diuretics may cause some dizziness at first, but such side effects are usually fleeting. Also, antihistamines, cold preparations, and tranquilizers can decrease your ability to perspire.
- In some climates or weather conditions, you may need to carry your medicine in an insulated bag.

Taking medication safely

- If you need to take your medication with food, consider bringing along your own snacks, particularly if you are traveling in remote areas or may be away from accommodations for several hours.

Blood and Medical Supplies

The blood supply in the United States is considered safe and has been screened according to international standards. It is therefore safe to accept blood transfusions in the event of a major life-threatening emergency.

Please call UnitedHealthcare Global for advice regarding blood transfusions. Carry card with your blood types.

Health Care Payment

Hospitals and doctors accept cash and major credit cards. A visit to a doctor in the United States for even minor complaints can cost several hundred dollars, excluding laboratory tests or medication costs. In the absence of accepted health insurance, payment is required up front.

Walk-in clinics are typically very up-front about fees, and always accept credit cards. In these clinics, it is advisable to notify staff up front if you will be paying "out of pocket" for services as opposed to through medical insurance. If staff assume an insurance company will be paying for care, they may order tests that are not medically essential and in some cases bill for services that are not actually provided.

Contact UnitedHealthcare Global for assistance with billing issues. Even if your policy does not cover these medical expenses, UnitedHealthcare Global may be able to assist with payment arrangements.