



2025 COLLABORATE CONFERENCE

SUPPORTING INTERNATIONAL STUDENTS TO NAVIGATE THE IRISH HEALTHCARE SYSTEM

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ABOUT US



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SESSION GOALS

- Understand the collaborative role of the International Office and Student Health Service in supporting international students with healthcare navigation.
- Recognise key stages of the student journey and explore practical tools and strategies to effectively inform, support, and engage international students in managing their healthcare needs.
- Discuss best practices for improving institutional approaches to supporting international students in relation to health and wellbeing.

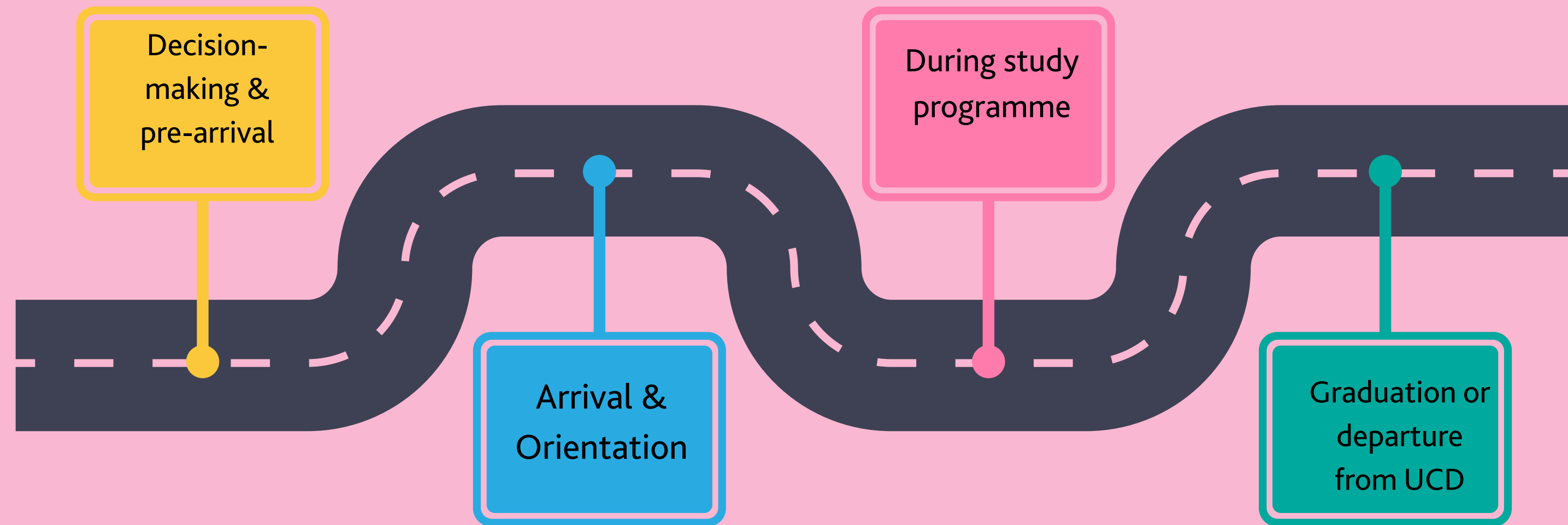


HOW MANY PARTICIPANTS CURRENTLY PROVIDE OR SIGN-POST INTERNATIONAL STUDENTS TO HEALTHCARE-RELATED SUPPORT OR INFORMATION?





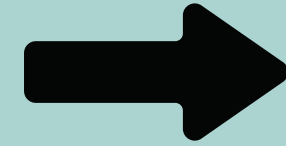
WHAT ARE THE HEALTHCARE SUPPORT NEEDS OF INTERNATIONAL STUDENTS AT EACH STAGE OF THE JOURNEY BELOW?



WHAT WE'VE PUT IN PLACE AT UCD

PRE-ARRIVAL

- Briefings for Global Recruitment teams & Agents
- Pre-travel checklist
- Targeted FAQs
- Health insurance – dedicated webpage
- Explainer videos
- UCD Pharmacy – dedicated email



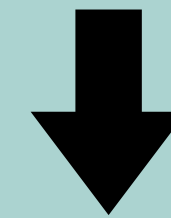
ARRIVAL

- Orientation sessions
- Promotion of FAQs, pharmacy service
- Section on UCD Global website about student health



DURING STUDIES

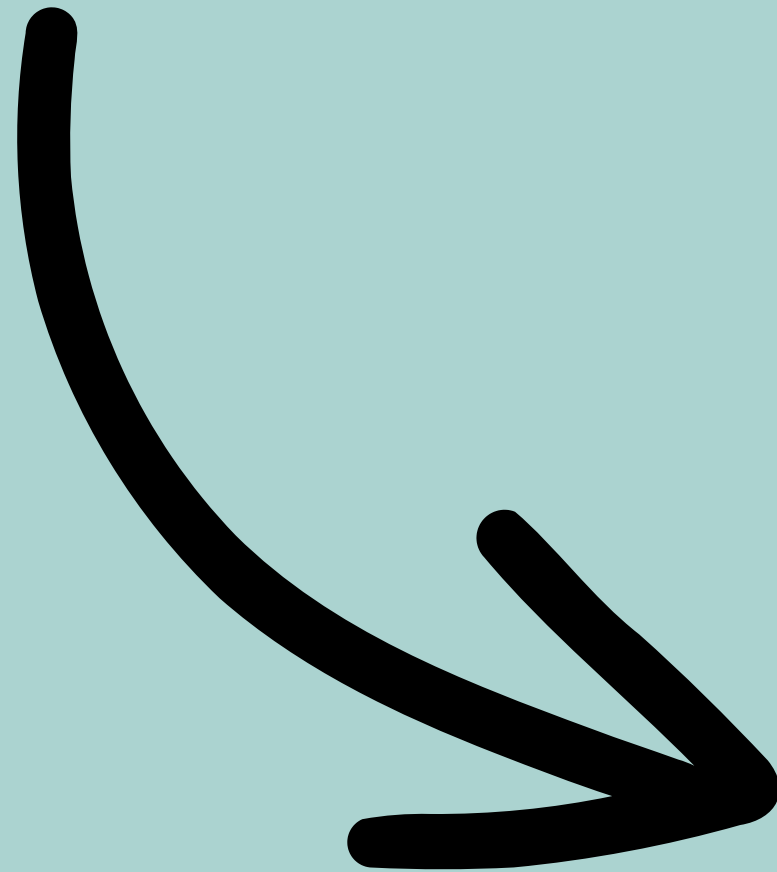
- Students integrate
- Translation services engaged if required
- Collaboration during crisis situations



DEPARTURE

- GP directory & transitions
- Medical students

**Access the FAQs & Pre-travel
checklist here**



<https://www.ucd.ie/stuhealth/services/irishhealthservice/>

Pre-Travel Checklist for students who have a medical condition or who are taking regular medication

1 I have discussed the pros and cons of living in a foreign country with my medical condition/s with my medical provider in my own country. ✓

2 I have a letter confirming my diagnosis and treatment plan from my medical provider. ✓

3 **Regarding any medication** ✓

- I am bringing my medication with me, **OR**
- I have checked that my medication is readily available in Ireland, **OR**
- If my treatment is not available in Ireland, I have discussed an alternative treatment with my provider that is available, and I am happy to proceed with my travel plans.

How do I find out if my medication is available in Ireland?

What are my options if my medication is unavailable?

4 I understand that my treatment may need specialist supervision whilst I am studying in Ireland and that there may be delays getting an appointment with a specialist. ✓

5 If my particular condition is high risk and requires continuity specialist treatment without interruption, my medical provider has organised this prior to my travel. ✓

What is a GP?	+
What is the UCD Student Health Service?	+
What about Confidentiality?	+
How long will it take to get an appointment in UCD Student Health Service?	+
What does it cost to see a doctor in UCD Student Health Service?	+
What tests and procedures are cared for in the UCD Student Health Service and what needs to be referred externally?	+
I have private insurance, can I use this when I attend the doctor in UCD Student Health Service?	+
Can I attend a GP outside of the UCD Student Health Service?	+
Do I need a PPS number to access healthcare ?	+
Where can I access a doctor that accepts my EHIC?	+
What opportunity is there to avail of Chinese medicine TCM if I am going to UCD?	+

How can I check if my medication is available in Ireland?	+
What are my options if my medication is unavailable in Ireland?	+
Can I continue my ADD/ADHD treatment while I am in Ireland?	+
Can I continue my Transgender medication while I am in Ireland?	+
I need regular intravenous infusions for my medical condition. Can I continue these when I come to study in Ireland, can you advise?	+
I require regular injections. How do I manage my needle/medical waste disposal ?	+
Can I continue my allergy injections when I am studying in Ireland?	+
Can I continue my Roaccutane treatment for Acne?	+
Can I continue my treatment for Xolair (Omalizumab) in Ireland?	+
How do I organise the continuation of my Specialist Care if I come to Ireland?	+
Can I access private healthcare here in Ireland?	+
Can I avail of the Drugs Payment scheme to cover the costs of my medications?	+
What health insurance options are available for non-EU/EEA students studying at UCD?	+

What is a specialist or a consultant?



What is the difference between a psychiatrist and a counsellor?



What is the difference between a Public and a Private hospital in Ireland?



How do I organise the continuation of my specialist care when I come to Ireland?



I am seeing a psychiatrist and wish to continue my care when I go to study in Ireland. How can I arrange an appointment before I arrive?



If I become unwell and I need to go to an accident and emergency department (ER room) what is the process and what charges will apply?



What hospitals do the UCD Student Health Service refer to most often?



I am studying in UCD for less than one year, will different charges apply if I have to attend A&E (ER)?



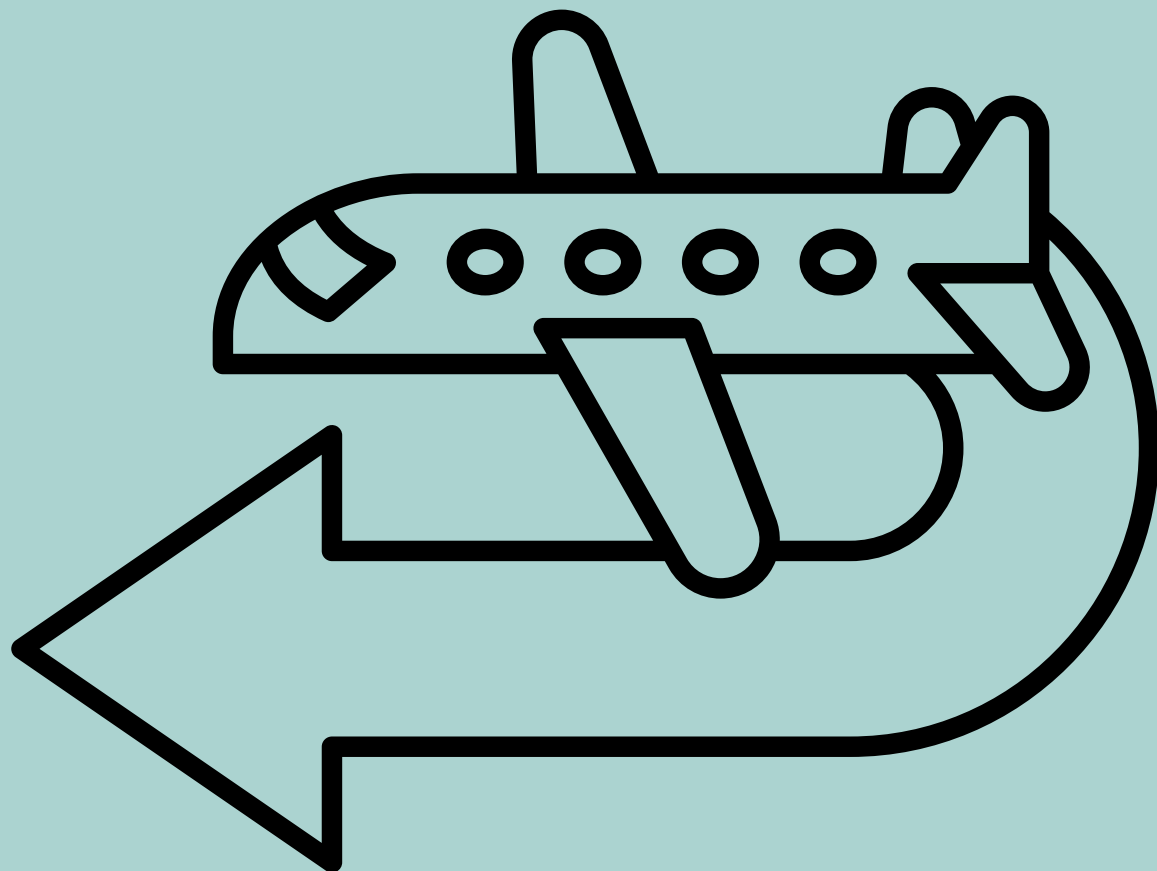
HEALTH INSURANCE CONSIDERATIONS



Immigration requirements



Waiting periods for pre-existing conditions



Repatriation



**COLLABORATION
IS KEY**

CHALLENGES



- **Communication – language barriers**
- **Cultural expectations**
- **Hospital charges: non-EU/EEA**
- **Differing levels of student engagement**
- **Information flows – under 18 students & guardianship arrangements**

LET'S DISCUSS



- How can institutions better support the needs of diverse student populations?
- What tools/strategies are used at your institution to empower international students to navigate the Irish healthcare system?

FEEDBACK



Key takeaways
&
Next steps

THANK YOU!

LET'S CONNECT.



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ucd.ie/stuhealth/

