



9/11 Treatment Referral Program

How to Get Care

NYC
Health

WORLD
TRADE
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HEALTH REGISTRY

9/11 Treatment Referral Program

The 9/11 Treatment Referral Program was created to help enrollees and others find care for WTC-related health problems. Specially trained staff can help you find and obtain services.

Your referral options depend on your needs, eligibility and how you were affected by 9/11. They include:

- WTC Health Program for Survivors
- WTC Health Program for Responders
- Local mental health providers

How does it work?

If you think you, a loved one or someone you know may have a WTC-related health problem, contact us for assistance with a referral to the WTC Health Program.

How do I know if I need care?

If you were exposed to the WTC attacks, some symptoms might include chronic headache, persistent sinus or nasal irritation, shortness of breath, persistent coughing, wheezing, stomach problems, skin problems, depression, anxiety, nervousness and/or other symptoms.

When you call, you will reach a person who will ask a few questions about your health problems to see which service or provider is right for you.

Who is funding the Referral Program?

The National Institute for Occupational Safety and Health is funding the Referral Program.





WTC Health Program

The WTC Health Program is a federal program that provides health monitoring and treatment for emergency responders, recovery and clean-up workers, residents, building occupants and area workers in NYC that were directly exposed to the WTC attacks no matter where they live now. The Program was established under the James Zadroga 9/11 Health and Compensation Act of 2010. Services are available at WTC Centers of Excellence in New York City and at other health care providers throughout the nation.

What is a WTC Center of Excellence?

The WTC Centers of Excellence offer specialized monitoring and treatment for WTC-related physical and emotional health conditions. Treatment and most medications are provided at no out-of-pocket cost to eligible people.

How do I enroll in the WTC Health Program?

You can get an enrollment form by:

- Calling **1-888-WTC-HP4U (1-888-982-4748)**
- Visiting www.cdc.gov/niosh/topics/wtc to download the form

Once you have filled out the form completely, you can mail or fax it to the WTC Health Program. The address and fax number can be found on the form.

Survivor Program

Who is eligible for the Survivor Program?

You may be eligible if you lived in lower Manhattan or areas of Brooklyn; were a student in a school in the area; worked in or around area offices, stores, schools or apartment buildings; commuted to lower Manhattan during 9/11; or helped in the clean-up of buildings in the affected area.

Survivors who are eligible for an initial screening will receive a one-time free medical screening evaluation at no out-of-pocket cost. If survivors are then certified as having a WTC covered condition, they will continue to receive monitoring and treatment services at no out-of-pocket cost.

What are the locations of the Survivor Program?

The WTC Environmental Health Center is one of several WTC Centers of Excellence, with locations at Bellevue Hospital on the East Side of Manhattan, Elmhurst Hospital in Queens and Gouverneur Healthcare Services in Lower Manhattan.

What if my child has a 9/11-related health condition?

Children may also have health or behavioral problems related to their own or their family's 9/11 experience. These problems can be a result of their own direct exposure or in response to a family member's 9/11 related physical or emotional health issues.

The WTC Environmental Health Center has a pediatric program that can assess and treat WTC-related conditions in children and adolescents. The pediatric program is located at Bellevue Hospital on the East Side of Manhattan. It offers several different services including pediatrics, child psychology and creative arts therapy. Your child may qualify if he or she lived in lower Manhattan or areas of Brooklyn or was a student in a school in the area during 9/11.





Responder Program

Who is eligible for the Responder Program?

You may be eligible for the Responder Program if you provided rescue, recovery, demolition, debris, removal and related support services on or after 9/11.

What are the locations of the Responder Program?

- WTC Centers of Excellence (for responders living in the NY/NJ area)
 - WTC Medical Monitoring and Treatment Program with sites in Brooklyn, Manhattan, Queens, Staten Island, Westchester, New Jersey, as well as Nassau and Suffolk counties.
 - Fire Department of New York Medical Monitoring and Treatment Program (physical exam site in Brooklyn; and counseling sites in Manhattan, Queens, Staten Island, Middletown and Suffolk County).
- National Responder Program (for responders living outside the NY/NJ area).

If you have any questions or need help, please call the 9/11 Treatment Referral Program at 888-WTC-7848 (888-982-7848). A dedicated staff member will assist you.

The Impact of 9/11 on Mental Health

People exposed to a traumatic event such as 9/11 may experience fear, helplessness or horror, especially if it involved serious injuries or death. Many exposed to the WTC disaster showed some signs of stress immediately or shortly after the event. This is normal and usually disappears in a few weeks. However, some people still have 9/11-related mental health problems years after the disaster.

The most common long-term mental health conditions among those exposed are below. People often have more than one condition. Any New Yorker who is still struggling with fear, anxiety, depression or substance use should seek treatment. Please contact us for a referral. Help is available.

Post-Traumatic Stress Disorder (PTSD)

PTSD is an intense physical and emotional response to the thoughts and reminders of a traumatic event, which may last for weeks, months or even years. Symptoms include:

- Re-living the event in flashbacks, nightmares or having distressing memories
- Avoiding reminders of the event, feeling emotionally detached or numb
- Increased reactions such as feeling overly alert or easily startled, difficulty sleeping, irritability or angry outbursts

Other symptoms may include panic attacks (sudden intense fear and discomfort, fast heartbeat, sweating, trembling, feelings of choking or shortness of breath), shaking, chills, headache, depression, drug or alcohol use, feeling isolated or thoughts of suicide.

Depression

Some 9/11 sufferers also developed depression, with or without PTSD. Depression can be a disabling condition that affects many aspects of a sufferer's life. Symptoms include extreme sadness, inability to enjoy things, guilt, helplessness, hopelessness, trouble sleeping or concentrating, loss of appetite and thoughts of suicide and/or death.





Generalized Anxiety Disorder

Generalized anxiety disorder is characterized by persistent, excessive and uncontrollable worry and anxiety about daily life and routine activities. Symptoms include restlessness and irritability, muscle tension, difficulty concentrating, difficulty falling or staying asleep, aches, trembling, jumpiness, headache, difficulty swallowing, stomach discomfort, diarrhea, sweating, hot flashes and feeling lightheaded and/or breathless.

Substance Use

Stress and exposure to a traumatic event such as 9/11 may increase the risk for substance use, such as dependence on alcohol, tobacco or other drugs, or cause a relapse in people with prior substance use problems.

People with substance use problems may:

- Feel they can't cut down on their drinking or drug use
- Become annoyed when people criticize their drinking or drug use
- Take an "eye-opener" drink or use a drug to feel better in the morning
- Feel guilty or bad about their drinking or drug use
- Continue drinking or taking drugs despite problems at home, work or school
- Put themselves and others in risky situations, such as driving after drinking
- Have problems with the legal system

More Information and Help

Visit nyc.gov/9-11HealthInfo: It's New York City's full-service resource on the health effects of 9/11. The site offers the latest information on research and services for those affected.

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888-WTC-7848 (888-982-7848)

WTC Health Program

888-WTCHP4U (888-982-4748) or dial 311

WTC Health Registry

New York City Department of Health and Mental Hygiene

Gotham Center, 42-09 28th Street, 7th Floor

Queens, NY 11101-4132

866-NYC-WTCR (866-692-9827)

wchr@health.nyc.gov

Fax 347-396-2893

If you are a Registry enrollee,
please let us know if your contact information has changed.

