9/11 Treatment Referral Program
How to Get Care

NYC Health

WORLD TRADE CENTER
HEALTH REGISTRY

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9/11 Treatment Referral Program

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

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

- The WTC Environmental Health Center
- Other WTC Centers of Excellence
- Local mental health providers

How does it work?

If you think you, a loved one or someone you know may have a 9/11-related health problem, contact us for a referral to the WTC Environmental Health Center or another WTC Center of Excellence. We can also refer you to other health care providers who offer free or low-cost treatment for 9/11-related emotional symptoms.

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, depression or anxiety.

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 New York City Health and Hospitals Corporation's WTC Environmental Health Center and the National Institute for Occupational Safety and Health are funding the Referral Program.

WTC Environmental Health Center

The WTC Environmental Health Center is one of several WTC Centers of Excellence dedicated to the assessment and treatment of WTC-related physical and emotional health conditions. Treatment and most medications for 9/11-related illnesses are provided at no cost to eligible people. The Center has locations at Bellevue Hospital on the east side of Manhattan, Elmhurst Hospital in Queens and Gouverneur Healthcare Services in lower Manhattan.

How do I know if I am eligible for treatment?

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
- Helped in the clean-up of buildings in the affected area

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

The WTC Environmental Health Center has a pediatric program dedicated to the assessment and treatment of WTC-related conditions in children and adolescents. The pediatric program is located at Bellevue Hospital on the east side of Manhattan. It comprises 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. Children whose family members had direct 9/11 exposure (including children of rescue and recovery workers) and whose mothers were pregnant on 9/11 may also qualify.

What if I took part in WTC rescue and recovery work?

If you were a 9/11 rescue and recovery worker, you may be eligible for testing, medical monitoring and treatment at:

- Mount Sinai Consortium (rescue and recovery workers and volunteers), with exam sites in New York City, Westchester, New Jersey and on Long Island
- The Fire Department of New York (FDNY and emergency workers)

In addition, you may be eligible for free or low-cost mental health services from other providers. Please contact the 9/11 Treatment Referral Program to see which service or provider is right for you.

How to Make an Appointment

- Call the 9/11 Treatment Referral Program at **888-WTC-7848 (888-982-7848)**. A dedicated staff member will help schedule an appointment.
- Call the WTC Environmental Health Center directly at **877-WTC-0107 (877-982-0107)** or dial **311**.

Most calls are answered right away. If you get voicemail, please leave a message with your phone number and the best time to reach you. You will be called back within one business day.

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. You can 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 or nightmares, or having distressing memories
- Avoiding reminders of the event or 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.

9/11 Treatment Referral Program
888-WTC-7848 (888-982-7848)

WTC Environmental Health Center at Bellevue Hospital Center,
Elmhurst Hospital Center and Gouverneur Healthcare Services
877-WTC-0107 (877-982-0107) or dial 311

WTC Health Registry
New York City Department of Health and Mental Hygiene
233 Broadway, 26th Floor
New York, NY 10279
866-NYC-WTCR (866-692-9827)
wtchr@health.nyc.gov
Fax 212-788-4127

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

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