

☐ National Health Service (NHS)

All students traveling to London from a country that does not have a reciprocal healthcare agreement with the United Kingdom will pay a National Health Service (NHS) surcharge during their visa application. This one-time fee grants them access to the full range of NHS services during their stay, including routine care from a General Practitioner (GP), referrals to medical specialists, hospital treatment, mental health services, and subsidized prescription medications – essentially the same healthcare coverage that U.K. residents receive.

- ▶ Once students have a confirmed local London address, they should register with a General Practitioner (GP) who will be their main point of contact for healthcare needs. Students can choose from available GP practices in their area and may want to consider factors like how close the practice is to their home or university campus when making their selection.
- ▶ Students can also explore applying for a U.K. Global Health Insurance Card (GHIC). More information on this process can be found on the [Get healthcare cover abroad with a UK GHIC or UK EHIC](#) website.

☐ Personal Health Insurance

All students traveling on Northeastern-sponsored programs are required to have personal health insurance that covers their care for the entire duration of the program. Students can find additional information about insurance requirements on the [Global Safety and Support-Insurance](#) website.

☐ Travel & Personal Property Insurance

Students are encouraged to research and consider obtaining their own travel insurance for higher individual limits, which would be in addition to the university provided urgent and emergency insurance coverage abroad. Students can review University-Provided International Urgent and Emergency Coverage via the [Insurance | Global Safety and Support](#) website. Additional travel insurance may also include coverage for trip interruption, travel delay, cancellation, or loss of baggage or personal belongings while traveling or residing in residence hall.

☐ Connectivity Requirements

Students must ensure their mobile phone will have appropriate connectivity in the U.K. prior to arrival. Students can find university connectivity requirements here: [Connectivity Requirements | Global Safety and Support](#)

- ▶ eSIMs may be a good way for students to keep their current US number while also having the ability to make and receive calls and texts while in the U.K.
- ▶ Multiple providers including Three, EE and Vodafone have eSIM options. Families are encouraged to research which options are best suited to their needs.

☐ Prescription Medication

Students taking prescription medication should bring enough of their current medication to last until they can see a U.K. doctor, as prescriptions from other countries cannot be filled at U.K. pharmacies. Once registered with a local GP, students should book an appointment promptly and bring their medication bottles, prescription labels, and any medical records from their home doctor to help the U.K. GP understand their treatment history and issue new U.K. prescriptions for continued care.

- ▶ **Please note: not all medications may be available in the U.K. It is the student's responsibility to ensure they have or are able to obtain an adequate supply of medication for the duration of their program.**
- ▶ For additional information, please review the [Take medicine in or out of the UK](#) website.



Free Healthcare Line 111

NHS 111 is a free healthcare phone line available for non-life-threatening needs. To use, simply dial 111 from any phone in the U.K. The service is free and available 24/7 for anyone needing non-emergency healthcare guidance. The trained healthcare professional will ask about your symptoms and direct you to the most appropriate service, whether that's a GP, pharmacy, walk-in centre, or hospital, ensuring you get the right level of care for your situation.



Emergency 999 or 112

If you have a life-threatening emergency, immediately call 999 or 112 to request an ambulance. These numbers connect you directly to emergency services from any phone in the U.K. After contacting emergency services, please call your Residence Life staff using their 24-hour on-call number (which you'll receive upon arrival in London) so they can provide additional support and assistance during the emergency.



Pharmacy

Pharmacies, locally known as chemists, are located throughout London and are typically marked with a green cross sign. Some pharmacies can prescribe medications for minor ailments like ear infections and sore throats. Over-the-counter medications for minor ailments like headaches or cold symptoms are available at reasonable prices from both pharmacies and supermarkets, while antibiotics and other stronger medicines that require a prescription must be obtained from a U.K. doctor or healthcare professional. Prescriptions from your home country cannot be used at U.K. pharmacies - you will need to get a new prescription from a U.K. healthcare provider.



Find@Northeastern

Northeastern is proud to offer a suite of mental health resources called [**Find@Northeastern**](#).

Resources include:

- ▶ 24/7 urgent mental health support through Uwill. Call 877.233.9477 (in the US), 855.229.8797 (in Canada), or +1.781.457.7777 (International) to speak with a licensed therapist.
- ▶ Unlimited free counseling through Uwill.
- ▶ Togetherall, a moderated peer-to-peer mental health community.
- ▶ Headspace, a leading mindfulness app.
- ▶ Online workshops and modules on topics like building resilience, making friends that last, and more.



Global Safety & Support Network

London Scholars have access to Northeastern's 24/7 international assistance hotline (GSSN) for urgent medical needs at +1.857.214.5332 or +44.20.3467.1773. While students should primarily use NHS services, this hotline connects you with operators who can help find local medical care and provide access to medical team members. Family members can use this number for emergencies outside business hours. For more information, visit the [**Global Safety**](#) website.