

## FAQs for Resident Students

### Sick Student

**1. I think I have measles symptoms, what should I do?**

Phone your GP as soon as possible to discuss your symptoms and next steps.

**2. I am not registered with a GP – how do I get registered?**

It's important that all students register with a GP (this stands for 'general practitioner' and is the term used in the UK to describe local or family doctors). Information on how to do so is available on the [My Queen's website](#).

**3. I don't feel well enough to travel, how do I get to my GP?**

**Can the out of hours doctor attend?**

You should phone your GP surgery and ask for their advice. If necessary, we will arrange for a member of staff who is vaccinated or immune to the virus to drive you to your appointment.

**4. I have been diagnosed with measles by my doctor, what happens now?**

If you are confirmed as having measles by your GP please follow their advice. If you are diagnosed with measles, your doctor will notify the Public Health Agency (PHA). The PHA will then contact you to find out who you have been in contact with during any infection period. Please follow the advice of your doctor and the PHA.

There's no specific treatment for measles, but the condition usually improves within 7 to 10 days. Your GP will probably suggest taking things easy at home until you're feeling better. Stay away from university for at least four days from when the measles rash first appears to reduce the risk of spreading the infection.

You should also try to avoid contact with people who are more vulnerable to the infection, such as young children, pregnant women and people with weak immune systems.

**5. What is contact tracing?**

The PHA will then contact you to find out who you have been in contact with during any infection period. Please follow the advice of your doctor and the PHA.

**6. Should I tell my School?**

Yes. As with any absence, it is really important that you let your School Office know that you are unwell and will not be in attendance at class, lectures, tutorials or placement. The school will be able to provide you with support and, if you are well enough to study, may be able to provide you with class materials that you have missed.

**Even if you have told your School, you are missing class or assessment, you still need to submit an EC application.**

**7. Does my bedroom need cleaned?**

- **Am I in quarantine and for how long?**
- **How can I get pain killers?**
- **Should I get hand sanitiser/gel?**
- **How can I get food/water?**
- **Will someone keep in touch with me?**

If you have been diagnosed with measles, please stay in your room, and contact Accommodation Team on 028 90974525. We will ensure that you have access to all that you need during your period of isolation.

**8. Can I go home; how do I travel?**

- **Can my parents take me home?**
- **Can my parents / friends visit me?**

If you are from UK or Ireland please do not travel home after you have been diagnosed as this will increase the chance of you spreading the infection to others, including vulnerable people. They understand why you may want to go home but you would significantly increase the risk of harm to others should you come into contact with someone who has not had the MMR and who is vulnerable. We will do all we can to support you and for many young adults, you will recover very quickly.

**9. Can I get a change of bedlinen or towels?**

- **Can I get some laundry done?**
- **I need to get food but have never done an online shop before or I need specific food?**
- **Can I get my post delivered?**
- **Can I use the kitchen ?**

If you have been diagnosed with measles, please stay in your room and contact Accommodation Team on 028 9097 4525 We will ensure that you have access to all that you need during your period of isolation.

**10. Can I go outside to walk around or for a smoke?**

No, please stay in your room; you would significantly increase the risk of harm to others should you come into contact with someone who has not had the MMR and who is vulnerable. **You are reminded that smoking in your room is prohibited.**

**Flat mates/House mates**

**1. My flatmate has been diagnosed with measles – do I have to isolate?**

If you have had the MMR, or if you have had measles in the past, then the advice will be that you can carry on with normal daily life. However, if you are concerned, please speak to your GP.

If you are someone who has been named as a close contact of someone who has been diagnosed with measles, the PHA will be in touch to ascertain if you need to be advised to take additional precautions based on your personal circumstances.

**2. Should I be concerned; or I have a health problem?**

As well as speaking to your GP about your health, it is always helpful to talk to friends or family when you are worried about something.

Students can also access the Student Wellbeing Service which has a daily drop-in service in **One Elmwood between 11.00am – 3.00pm, Monday to Friday, excluding closure days.**

**3. What should I do if I am not vaccinated?**

The Public Health Agency (PHA) recently launched a vaccine catch-up campaign aimed at protecting the public against measles. First and second doses of the Measles, Mumps and Rubella (MMR) vaccine are being offered **free of charge** at special catch-up clinics until **Sunday 31 March**.

Anyone **aged up to and including 25 years who missed getting the vaccines first time around** is encouraged to attend for vaccination.

If you're an adult up to the age of 25 and are unsure if you are fully vaccinated, you should contact your GP surgery to check.

If you have never received any doses of MMR vaccine, you need to book early to allow one month between dose one and dose two before the end of March. The PHA catch-up clinics are for those who were scheduled to have an MMR injection in the UK as a child. If this is not applicable to you and you are concerned about measles, please contact your GP directly. Information on the MMR catch-up clinics, including how to book, is available on the [NI Direct website](#).

**4. I am not from the UK or Ireland and have not had the MMR vaccination – what do I do?**

If you were born or brought up abroad, you may need two doses of MMR. Different countries offer different immunisations and not all use the combined MMR vaccine.

If you don't have a record of the vaccines, you have received or are unsure, you should discuss this with your GP. You may also need other immunisations to fully protect you from other infections.

**5. Where can I get more information about the MMR vaccination?**

Information on the MMR vaccine is available on the [Public Health Agency website](#).

**6. Can I use the kitchen in my flat/house?**

If you have had the MMR, or if you have had measles in the past, then the advice will be that you can carry on with normal daily life. Shared spaces and your kitchen will be cleaned. Please contact Accommodation Team on 028 9097 4525.

**7. Can I go out, am I in quarantine?**

**Is it safe to go to class?**

**Is it safe to go home or will I take this home to my family?**

If you have had the MMR, or if you have had measles in the past, then the advice will be that you can carry on with normal daily life. However, if you are concerned, please speak to your GP.

If you are someone who has been named as a close contact of someone who has been diagnosed with measles, the PHA will be in touch to ascertain if you need to be advised to take additional precautions based on your personal circumstances.

**8. Do I need a mask?**

**Should I use hand sanitiser/gel/ get extra cleaning products?**

A clean of the kitchen and shared spaces in your accommodation will be carried out.

If you feel more comfortable with a mask and sanitiser and cleaning products, we can provide you with these. Remember, you are not in quarantine.  
Please contact Accommodation Team on 028 9097 4525

**9. I feel unsafe here, can I move to another room/location?**

The student who is ill will stay in their room and we will support and check in with them. As the shared spaces have been cleaned, there is very little likelihood of you contracting the virus.

**10. Who will look out for our friend who is sick?**

If they have been diagnosed with measles, they have been asked to stay in their room and contact Accommodation Team on 028 9097 4525 We will ensure that they have access to all that they need during their period of isolation.