

AMPATH/MAPAS México Logistics and Travel Manual

2023-2024



Table of Contents

Table of Contents	2
History of AMPATH/MAPAS México.....	4
Contact Information	5
Pre-Departure Checklist for AMPATH Mexico	7
AMPATH Mexico Visitor Information Form	7
Approval Process for UT Austin Affiliates	7
Expected Costs/Budget for Mexico	10
Information for AMBIA Grantees	11
Currency in Mexico	12
Receipts and Reimbursements.....	13
Meals.....	13
Travel Logistics	13
Passports	13
Flights.....	14
Lodging.....	15
Ground Transportation	16
Communications.....	17
Packing List.....	18
Mexican Medical License and Liability Coverage	19
Your Health Abroad	20
Overall Crime and Safety Situation in Mexico.....	20
Your Travel Health Insurance Policies.....	21
On Call International.....	22
Smart Traveler Enrollment Program (STEP)	23
Recommended Vaccines and Medicines for Mexico	23
COVID-19 Testing and Resources	23
Safety and Sexual Assault Information	24
Post-Exposure Prophylaxis (PEP) Protocol	24
Mental Health Resources.....	25

Travel and Work in the Puebla Communities	26
General Cultural Customs in Mexico	26
About BUAP and Maps of Local Areas	27
About Secretaria de Salud	28
Working with the Rural Communities	28
What to Expect at BUAP	30
Expectations and Role of Faculty and Fellows	30
Expectations and Role of Residents in Approved Electives	30
Expectations and Role of Medical Students in Approved Electives.....	30
Leisure Activities in Puebla	32
Restaurant Recommendations in Puebla.....	32
Returning to Austin.....	33
Language Resources and Medical Spanish	34
Appendix A: Recommended Reading and Viewing	37
Appendix B: Diversity, Equity, and Inclusion Resources	39
Appendix C: Cultural Humility Tips	40
Appendix D: Training Modules, Webinars and Case Studies	43

History of AMPATH/MAPAS México

While medical education has been part of the clinical landscape of Austin, Texas since the mid-1970s, the Dell Medical School enrolled its first class of 50 students in June of 2016. As part of The University of Texas at Austin, one of the nation's leading research universities, the Dell Medical School will pursue innovation in the re-design of healthcare delivery, excellence in healthcare research, and programs in interdisciplinary and inter-professional education.

Dell Medical School (DMS) is the first medical school established in nearly five decades by a member of the Association of American Universities, an organization of leading public and private research universities. An extraordinary commitment of resources, both public and private, has already been made to enable its development and success.

The Academic Model Providing Access to Healthcare (AMPATH) is a global network of academic health centers (AHCs) collaborating with ministries of health in low and middle-income countries (LMICs) to ensure essential health care for all. AMPATH's partnership model has unleashed the inherent power of academic medical centers to support public-sector health care delivery systems to improve population health. In the case of AMPATH Kenya, it is an alliance between Moi Teaching and Referral Hospital, Moi University and the AMPATH Consortium, a network of U.S., Canadian, and European universities and academic health centers led by Indiana University. The AMPATH Consortium aims to foster long-term, equitable partnerships with AHCs and universities across the globe and the AMPATH principles represent a replicable and adaptable academic global health partnership model. Learn more here about [AMPATH Kenya](#).

Puebla, founded in 1531 as a colonial settlement in central Mexico, is the fourth largest city and metropolitan area in the country. Located 60 miles southeast of Mexico City, Puebla is home to over 3 million people and serves as a major hub for industry and education. The city is known for its beautiful cathedral, talavera pottery, and unique Poblano cuisine. Due to its rich history and architectural styles, ranging from Baroque to Renaissance, the city was named a UNESCO World Heritage Site in 1987. The National System of Public Security has rated Puebla as one of the safest cities in Mexico. Home to the Puebla International Airport, the city is easily accessed from Texas, with direct flights from Houston.

The Academic Model Providing Access to Health (AMPATH) translates in Spanish as Modelo Académico Prover Acceso a Salud (MAPAS). Together with the Benemérita Universidad Autónoma de Puebla School of Medicine (BUAP) in Puebla, Mexico, and in partnership with Mexico's Secretaría de Salud (Ministry of Health), the Division of Global Health within the Department of Population Health at the University of Texas at Austin Dell Medical School will leverage the trifold academic mission of service, education, and research to improve health outcomes and promote health equity for poor and vulnerable populations globally. This AMPATH replication effort aims to advance population health and transform primary health care delivery in Mexico, Texas, and with other institutions across the globe including Ghana and Nepal. For a glimpse into the communities involved and the initial research behind the partnership, watch the [UT President's Award for Global Learning video on the 2019 Puebla team](#). To learn more about broader work and partnerships, visit the AMPATH/MAPAS México [website](#).

Contact Information

For emergencies in Mexico:

1. Connect with the on-the-ground team and/or activate the local emergency response system:
 - a. Emergency: 911 (police, ambulance, fire –routed to the correct respondent)
 - b. Police: 066
 - c. Ambulance: 065
 - d. Fire: 068
 - e. Emergency assistance for U.S. citizens in Mexico
 - i. From Mexico: 800-681-9374 or +55-8526-2561
 - ii. From the United States: +1-844-528-6611
2. It is critical for any traveler who needs medical attention to contact On Call International, UT Austin’s international travel safety service, as soon as it is safe to do so. If it is not an emergency situation, operators will be able to guide the traveler to a preferred medical facility or pharmacy.
 - a. On Call International Phone: +1 978-651-9722
 - b. 24/7 Live Chat: www.oncallinternational.com/chat/direct
 - c. Email: mail@oncallinternational.com and ([save the QR code info in this link to your phone](#)).
3. Find quick resource links at [UT's Health and Safety Resources Page](#).

While in Mexico, your immediate UT/U.S. contacts are the following:

For	Contact	Phone / E-Mail
Clinical programs and training, on-site Puebla orientation and emergencies, and on-site navigation with BUAP	Becca Cook, MD, MSC, Clinical Team Leader	WhatsApp +1-501-628-1146 Mexico cell +52-221-531-0525 rebecca.cook@austin.utexas.edu
Research initiatives	Ricardo Ainslie, Ph.D., Director of Research and Education	WhatsApp +1-512-560-8478 rainslie@austin.utexas.edu
General questions on Care and Research, and logistical support	Beth Felker, MA, Program Manager	WhatsApp: +1-512-750-0788 beth.felker@austin.utexas.edu
General questions on Education, Travel requirements and Texas Global	Sarayu Adeni, MPA-DP, Senior Global Health Program Coordinator	WhatsApp: +1-512-970-2700 sarayu.adeni@austin.utexas.edu
U.S. Embassy in Mexico City	To make an appointment: https://mx.usembassy.gov/find-your-consular-location/	M-F 8:30am-5:30pm From Mexico: 55-8526-2561 From the US: 844-528-6611 Paseo de la Reforma 305 Colonia Cuauhtémoc 06500 Ciudad de México

Important Contacts at the Division of Global Health at Dell Medical School:

Name	Phone / E-Mail
Tim Mercer, MD, MPH, FACP Chief, Division of Global Health	o: 512-495-5393 c: 512-484-6447

Director, AMPATH México	tim.mercer@austin.utexas.edu
<u>Laurie Young, MA</u> Associate Director, Division of Global Health	lauriebyoung@austin.utexas.edu
<u>Tim Ruttan, MD</u> Assistant Director for Pediatrics at AMPATH Mexico	WhatsApp: +1-512-705-0530 tim.ruttan@austin.utexas.edu

BUAP Facultad de Medicina (Medicine) Leadership:

- Dr. Luis Vázquez de Lara Cisneros, Dean
- Dra. Lis Rosales Baez, Secretaría de Investigación y Estudios de Posgrado (Director of Research and Post-graduate Medical Education)
- Dr. Elias Pezzat, Secretaria Academica (Director of Undergraduate Medical Education)

BUAP Facultad de Enfermería (Nursing) Leadership:

- Erika Pérez Noriega, Dean
- Victor Blanco, PhD

Fundación Comunitaria de Puebla (FCP) Leadership:

- Liliana Sanchez Ibarra, Executive Director
- Jose Ramón Lozano Torres, Board President
- Alejandro Luna, Community Leader
- Paty (Patricia) Vargas Espinoza, Director

Secretaría de Salud del Estado de Puebla (SSEP) Leadership:

- José Antonio Martínez García, Secretario de Salud del Estado de Puebla (head of the Secretaría)
- Subdirección de Investigación y Enseñanza (names TBD currently in transition)

Other Names You May Hear:

- [Dr. Adriana Pacheco, Ph.D.](#), UT Austin Alumna and Puebla native; member of the UT Austin International Board of Advisors

Pre-Departure Checklist for AMPATH Mexico

AMPATH Mexico Visitor Information Form

All travelers to AMPATH Mexico, regardless of host institution, must complete the [AMPATH/MAPAS México Travel Request Form](#) for visitors to Mexico as soon as travel dates are known, a minimum of three months prior to travel. This step is also included in the full approval process for UT affiliates listed below.

Approval Process for UT Austin Affiliates

Review this AMPATH/MAPAS México Logistics and Travel Manual and the [Texas Global International Travel Process page](#) for further details and guidance on completing this checklist. Contact the Division of Global Health with any questions: globalhealthdellmed@austin.utexas.edu.

✓	Activity	Time in Advance	Details
	Complete the AMPATH/MAPAS México Form for Visitors to Mexico.	Minimum 3 months before travel	The travel request form is available at the link here .
	Check your passport.	Minimum 3 months before travel	If you have a passport, ensure that it is valid at least 6 months beyond the dates of travel. If renewal is needed or you do not have a passport, visit the Passport Office at UT Austin .
	Review the AMPATH/MAPAS México Logistics and Travel Manual, Orientation Overview, and applicable syllabi.	Minimum 3 months before travel	Students/Residents: Contact your elective coordinator for specific course syllabi.
	Discuss funding approvals and travel reimbursement processes with your department or school.	Minimum 3 months before travel	Identify which department's account number you are approved to use, if any. Assign all related reimbursement requests to your respective admin. For Dell Med affiliates, visit the Dell Med Travel Finance page on Cerebrum for more information. For other UT affiliates, visit the Texas Global Travel Policies .
	Residents/Fellows: Email Ascension supervisor to request travel approval.	Minimum 3 months before travel	Include your dates of travel, location, summary of purpose and what Ascension email/system access for specific devices is needed from the Ascension Information Security team.
	ONLY if you are funded in any way by UT Austin, ask your respective department/school administrator to submit an RTA (Request for	2 months before departure	<ul style="list-style-type: none"> ○ All Pediatrics Department Affiliates: this process can be completed here with the support of Juliet Laney. ○ All other UT Faculty/Staff and Residents/Fellows: Your school/department admin will need the following info from you to complete the RTA:

<p><u>Travel Authorization</u> on your behalf.</p>		<ul style="list-style-type: none"> ○ RTA Description: Traveler's Full Name, Destination City, Destination Country, and Dates of Travel ○ Account number and to whom to assign the RTA for approval: Contact your department for this information if they are paying for any part of your trip. ○ If you are traveling with AMBIA/Global Health division funds: email the Division of Global Health for the account number to include. Your admin may need to route your RTA to OSP for additional approval. ○ Students: Email the Division of Global Health to complete this on your behalf.
<p>Review <u>UT's list of Restricted Regions</u> and determine if you need to complete an additional Restricted Regions Travel Request Form.</p>	<p>2 months before departure</p>	<p>ONLY if Puebla or other Mexico destination is on the Restricted Regions list (note: this list is continually updated), follow the Restricted Regions Travel process here. Submit the form for signature to your department chair or delegate.</p> <ul style="list-style-type: none"> ● Note: Residents and Fellows should choose and complete the form indicated for Students. ● Note: Mexico City is a separate district, not a state.
<p>Book your flights via Anthony Travel.</p>	<p>Once you get RTA approval email (+ Restricted Regions Approval if required).</p>	<p>Call or email Anthony Travel, UT's travel agency, to book your flights. You will need your passport, known traveler information (i.e., TSA and/or Global Entry), and the approved RTA number emailed to you. If self-paying, Anthony Travel accepts credit cards.</p>
<p>Book your lodging.</p>	<p>2 months before departure</p>	<p>See recommendations in the AMPATH/MAPAS México Logistics and Travel Manual. For those in the Spanish immersion program homestay, contact your elective coordinator for more information.</p>
<p><u>MOST IMPORTANT:</u> Register your travel with the UTAITR (UT Austin International Travel Registry) and On Call International (UT's emergency support services).</p>	<p>4 weeks minimum before departure</p>	<p>Enter your travel details in UT Travel Registry. After completing this travel registration, create a confirmation receipt and email it to Global Risk and Safety at grs@austin.utexas.edu. In the file name, include your first name, last name, and EID (example: "Jon Smith JS1234 ITR"). Upon review of your registration, the GRS team will reply via email confirming your final travel authorization. You will then be enrolled in On Call International (UT's emergency abroad support services) and you may update your information in their portal as needed.</p> <p>Students, Residents, and Fellows: This step will also enroll you in the UT-required Overseas Insurance, which is USD \$19/week and will reflect in your What I Owe Account.</p>

	Prepare your emergency contact info.	4 weeks before departure	<p>Set up OnCall International notifications and save the emergency contact information to your phone. Save any important AMPATH/MAPAS México contacts.</p> <p>Download Whatsapp (https://www.whatsapp.com/) and message Dr. Becca Cook, the AMPATH/MAPAS México Clinical Team Leader. You will be added to an in-country emergency group thread upon arrival.</p>
	Review your health insurance coverage.	4 weeks before departure	<p>UT Faculty/Staff are responsible for seeking international health insurance coverage. In the case of an emergency, On Call International will file claims to your provider. For non-UT affiliates, recommended options are available in the AMPATH/MAPAS México Logistics and Travel Manual.</p> <p>Students, Residents, and Fellows: You are required to enroll in UT's Overseas Insurance, with which On Call will coordinate in the case of an emergency in-country.</p>
	Attend a Mexico Pre-Departure Orientation.	Dates vary.	If you have notified the Division of Global Health of your travel, you will be invited to attend scheduled sessions.
	Enroll in U.S. State Department Smart Traveler (STEP).	Before departure	https://step.state.gov/ This will inform the U.S. Embassy that you are in country, so they can offer support and info.
	AMBIA/Division of Global Health-Funded Travelers Only: If your budget includes group meals or entertainment expenses, complete an OOEF.	2 months before departure	<p>Email the Division of Global Health to request an Official Occasional Expense Form (OOEF).</p> <p>If your funding is through another department, request your OOEF through that department.</p>
	Students/Residents: Complete any pre-surveys.	Before departure	Contact your elective coordinator for more information.
	Visit your PCP or travel clinic and gather any needed vaccinations or prescriptions.	Before departure	See recommendations in the AMPATH/MAPAS México Logistics and Travel Manual. For those in the Spanish immersion program homestay, contact your elective coordinator for more information.
	Review the recommended packing list and IT security guidelines for traveling internationally with UT or Ascension laptops/communication.	Before departure	<p>See packing recommendations in the AMPATH/MAPAS México Logistics and Travel Manual. For those in the Spanish immersion program homestay, contact your elective coordinator for more information.</p> <p>If you need access to Ascension email from overseas, send your name/email address, country to be visited, date of visitation, and the access needed (ex. email from personal device) to Ascension Technologies' Information Security Officer at michael.brown3@ascension.org</p>

Expected Costs/Budget for Mexico

Review the information below in advance of your travel planning.

Overview of Travel Funding Policy for the Division of Global Health

The Division of Global Health at Dell Medical School is pleased to offer a variety of engagement opportunities for faculty, students, residents, fellows and staff through our work and partnerships at AMPATH Mexico and AMPATH Kenya. For UT Austin affiliates, **all travel policies and request approvals for UT, Dell Med and Ascension must be met a minimum of two months ahead of travel dates**, and travelers are expected to meet pre-departure requirements as established by the Division of Global Health. Funding expectations and support options for global health work outside of the U.S. vary by department and role.

Review the following as applies to your individual travel, and consult the [Dell Med Travel Finances page on Cerebrum](#) and the [Texas Global International Travel Process](#) for more information.

UT Travelers Funded by AMBIA (AMPATH Mexico Bilateral Innovation Award from the Department of Population Health/Division of Global Health)

All travelers – faculty, researchers, staff, residents and students – funded by AMBIA must complete the following two months prior to travel:

- Ask your respective department administrator to complete an RTA (Request for Travel Approval) on your behalf via UT Direct. The Division of Global Health will provide the account number to include.
 - *For pediatrics department affiliates only, [this process can be completed here](#) with the support of Juliet Laney.*
- Email your travel dates to the Division of Global Health: globalhealthdellmed@austin.utexas.edu
- If your budget includes group meals or entertainment expenses, email the Division of Global Health to request an [Official Occasional Expense Form \(OEEF\)](#).

Faculty and Fellows

Any faculty and fellows participating in non-AMBIA funded travel to Mexico are expected to self-fund and/or seek support through their respective departments. You are encouraged to reach out to global health faculty representatives in your department to first understand ongoing work, express your interest and solicit any existing funds.

Residents

Only residents funded in any way by UT Austin who are traveling for global health work must get an RTA from their department. Residents in non-UT funded travel should still follow all other [UT Austin travel processes](#) and explore the following support options:

- Seek funding match for global health activities through their respective department liaisons above;
- Use any approved funds allotted by Ascension for travel costs.
- Limited funding may be available competitively through the Division of Global Health, requiring submission of a supplemental form as part of the global health program application.
- For pediatrics residents who are funded by their department, [follow the steps outlined here](#) with the support of Juliet Laney.

Students

- Students in Electives: The Division of Global Health offers limited funding support for Dell Medical School students approved for participation in programming in Kenya and Mexico, a competitive process that requires submission of a supplemental form as part of their application. Students approved for participation who do not secure funding through the Division of Global Health are responsible for self-funding. Contact the Division for a list of external scholarship opportunities.
- Student Third-Year Research Projects: Discuss funding in advance of travel with faculty advisor.

UT Dell Med Staff

Staff at UT Dell Med traveling for work are paid for and/or reimbursed by their employed department [as per outlined travel policies](#). Travelers should discuss expectations in advance with their supervisors. Note that without an OOE on file, travelers must pay only for themselves to be reimbursed.

Other Funding Info

- Consider using [HornRaiser](#), UT's official crowdfunding platform. It's a great online tool to help students, faculty members and staff raise money for everything from research projects to class trips, uniforms and competitions.
- Texas Global has a number of funding opportunities that have supported global health initiatives, including the President's Award for Global Learning, Global Virtual Exchange, and Faculty Research Seed and Travel Planning Grants. [Explore these options and more.](#)

Information for AMBIA Grantees

All travelers – faculty, researchers, staff, residents, and students – funded by AMBIA (AMPATH/MAPAS México Bilateral Innovation Award from the Department of Population Health/Division of Global Health) must complete the following **two months prior to travel**:

- Ask your department administrator to complete an RTA (Request for Travel Approval) on your behalf via UT Direct. The Division of Global Health will provide the account number.
 - *For pediatrics department affiliates only, [this process can be completed here](#) with the support of Juliet Laney.*
- Email your travel dates to the Division of Global Health: globalhealthdellmed@austin.utexas.edu
- If your budget includes group meals or entertainment expenses, email the Division of Global Health to request an [Official Occasional Expense Form \(OOEF\)](#).

If you anticipate AMBIA-funded travel to Austin for your Mexican counterparts at BUAP or INSP:

Consult the Division of Global Health as soon as possible to discuss processes for securing passports and U.S. visas, which are both time intensive. Note that our BUAP and INSP colleagues may or may not have a passport and/or US Visa, both of which are necessary for travel to the US. If our colleagues need to obtain either of these, the timeframe for visa appointments /interviews can be scheduled up to two years in the future. The Division of Global Health team may be able to offer support to expedite this process.

As you plan your colleague's visit, consider the following:

- If the visitor to the U.S. (UT, Ascension visits) requests to visit the U.S. for a timeframe longer than covered financially (by an AMBIA grant or other funding source), the visitor will be responsible for their own expenses and travel logistics (lodging, transport, food, language support, travel plans, etc.).

- The UT hosting team can request that the Global Health team dedicates time and potential funding to the visitor (a team dinner, meetings outside of the AMBIA grants scope of work, etc.). As you budget travel expenses, please note which travel expenses will be covered by which funding sources. Similarly, as you plan the visitor's time, note if/when the visitor may spend time solo (without a UT host) and when you are requesting the Global Health team to host them. Any requests for the Global Health team to help cover costs and/or time hosting must be received and approved by the Global Health team prior to booking the visitor's trip details (dates confirmed, flights purchased, etc).
- Carefully consider the English-proficiency level of the visitor to the U.S., as it will be a key factor in planning their time, with whom they can meet easily, and free time.
- Discuss funding reimbursement – both for travel and programmatic expenses – with the Global Health team as soon as possible. Currently, wire transfers can take around 60 business days to arrive into a Mexican account, and filing the paperwork to do so requires advance time.
- If you anticipate needing to sponsor an approved Mexican teammate as a non-clinical observer at Ascension Seton hospitals and clinics in Austin (NOT a student or resident on rotation), complete the following steps:
 1. Visitors to Ascension must complete this observership online form for each person they intend to observe: <https://app.smartsheet.com/b/form/e839133dfa1f40efb9177709dd1b3109>
 - a. With questions, email TXObservers@Ascension.org and/or
Katharine Overby, RN, CPEN
Program Coordinator, Academic Administration
 Ascension Texas Administration Office
 1345 Philomena Street, Austin, Texas 78723
<https://healthcare.ascension.org/>
 2. Ascension will send a host form to each Ascension employee to complete.
 3. Ascension will complete a background check for each visitor. For visitors from Mexico, the fee is \$99.
 4. UT Faculty Sponsor will get an email to share with the visiting observer, with information including: approved dates of observation, attire and protocols, entry badges, and Ascension program contact.

Currency in Mexico

- The official currency in Mexico is the Mexican Peso, which is represented by the symbol \$ and the international code MXN. Check [OANDA](#) for the current exchange rate to help you estimate expenses.
- Mexican banknotes have six denominations: \$20, \$50, \$100, \$200, \$500 and \$1,000. The Mexican coin is called a 'centavo' and has 9 denominations: 5¢ 10¢, 20¢, and 50¢, as well as \$1, \$2, \$5, \$10, and \$20.
- ATMs and exchange kiosks with reliable rates are available in the airport and throughout Puebla. You may need to present your passport for foreign exchange transactions.
- Credit and debit cards are accepted at most major stores. Prior to travel, inform your bank about your travel and check on foreign transaction fees.
- You are responsible for paying lodging, air and ground transportation, meals, program fees, and other incidental costs out-of-pocket during your travel dates. You may seek funding from your department or other sources. Review the [Travel Finance page on Cerebrum](#) for more info.

This budget is a sampling of some of the big expenses (USD) you can expect:

Total Mexico Trip Estimate, 2022	\$3550 -\$8400 / month (depends on lodging choice)
Roundtrip flight to Puebla, Mexico	\$500-700 (up to \$1,000 if booked close to the departure date)
Medical License Fee (not applicable for Mexico)	\$0
Lodging	Variable. From \$20 to 55/night for a simple AirBnB (in Chulavista, Los Volcanes, or Carmen neighborhoods) to \$200/night for a nice hotel (e.g., the Quinta Real Puebla).
Meals	Variable. Usually \$10/meal and up to \$35 for a gourmet meal.
Vaccines (Tetanus/Tdap, Hep A, COVID)	Variable. \$0-\$400 depending on insurance coverage and vaccine provider (e.g., pharmacies are cheaper than travel clinics). Self-pay (without insurance) Walgreens: \$80 Tetanus/Tdap, \$130 Hep A Passport Health : \$99 office visit, \$120 Tetanus/Tdap, \$180 Hep A
Airport Transfer via Taxi/Uber from Puebla International Airport	\$20-30 USD one way
Airport Transfer to Puebla from Mexico City Airport (if flights are through the capital)	362 pesos (~\$18 USD) one way
Personal / Souvenirs / Travel	Variable.

Receipts and Reimbursements

- UT affiliates should track all expenses and submit any reimbursement requests to their respective and approved department administrators.
- If you are a non-UT Global Health Division traveler funded by your department or other sources, understand the reimbursement process in advance of travel. You may be asked to submit a reimbursement claim upon your return via UT Direct. If so, we recommend you collect all receipts while you are in Mexico.

Meals

- Consult your academic institution's department for their travel per diem policy for students, residents, faculty, and staff. See below for a recommended restaurant list.

Travel Logistics

Passports

If you have a passport:

- Check the expiration date for validity.
- You should **renew** your passport approximately **nine months before** it expires.

- Your passport should be **valid** at least **six months beyond** the dates of your travel.

If you *DO NOT* have a valid passport:

- Apply for a passport (or renewal). Texas Global operates a [passport office on campus](#) that takes walk-up appointments. Current processing times to receive your passport in the mail are 8 to 11 weeks for Routine Service and 5 to 7 weeks for Expedited Service.
- Non-US citizens should contact their embassy or consulate for passport application information. Complete passport applications must be submitted to a [passport acceptance facility](#), such as a participating post office or [Passport & ID Services](#) at Texas Global. Renewals *may* be mailed. Passports are issued by the Department of State. Processing times are unpredictable and **can take up to 3 months**.

For Everyone:

- According to the U.S. Department of State, U.S. passport holders do not require a visa for entry into Mexico. A valid passport book is required to enter Mexico by air, and those attempting to enter at an airport with only a U.S. passport card may be denied admission. For all other nationalities, review general passport travel restrictions and consider whether you need to obtain a visa, whether the proposed destination will allow entry with your passport, and whether a return to the U.S. will be permitted.
- A negative COVID test and/or proof of vaccination is not required to enter Mexico. Masking is not required though many people may still mask when using public transportation or in areas with dense crowds.
- Websites where you can track travel/entry restrictions implemented by countries:
 - The full list of the [CDC's travel recommendations by destination](#) related to COVID-19 risk and all the CDC's active [Travel Health Notices](#).
 - The U.S. State Department and Homeland Security's [Global Travel Advisories](#), [COVID-19 Traveler Information](#), [Passport Processing Information](#) and [DHS Arrival Restrictions](#).
- **SAFETY BACKUP:** Email yourself a photocopy of your passport and print a copy.

Flights

Booking UT Travel: Know in advance who is covering your travel costs – you, a UT department, or an external source – **before** booking any flights. Consider coordinating travel dates with other Mexico-bound travelers. Then [call Anthony Travel, UT's travel agency](#), to book your flights.

- If your UT department or the Global Health division is paying for your flight, Anthony Travel will need the approved RTA number sent to you via email to directly bill the department. If you are paying for your flight, Anthony Travel accepts credit cards over the phone.
- Two ways to get to Puebla:
 - 2-hour direct international United flight from Houston to Puebla. Factors: Availability on your desired travel date may be limited or subject to cancellation due to air conditions in Puebla.
 - 2-hour direct international Aeromexico flight from Austin to Mexico City + a prearranged 2.5-hr bus or taxi to Puebla. Factors: Potential travel delays due to Mexico City traffic. If you opt to fly into Mexico City and then take a bus to Puebla, these are two recommended bus options:
 - Estrella Roja (<https://www.estrellaroja.com.mx/>) from the Mexico City airport to the Paseo Destino stop in Puebla. Do not go to CAPU in Puebla, as it is in a more chaotic, less safe neighborhood.

- EBus (<https://ebus.mx/>) from the Mexico City airport or safe Mexico City neighborhoods (e.g., Roma, Polanco, etc.) to the Paseo Destino stop in Puebla.
 - Then take an uber or pink taxi from Paseo Destino to your lodging. Plan to have Mexican pesos (cash) for a taxi.
- Important Notes:
 - Do not travel at night. Plan to arrive at your destination before 8pm.
 - Send a copy of your itinerary for division records to globalhealthdellmed@austin.utexas.edu.
 - When Anthony Travel emails your itinerary, you must reply to confirm within 24hrs. Otherwise, the itinerary will not be booked.
- Personal travel before or after your official dates at AMPATH/MAPAS México is encouraged with the following advisories:
 - Ensure your personal travel does not conflict with your academic or clinical commitments.
 - Be prepared to cover all costs, including travel insurance coverage, for personal travel.
 - Keep the AMPATH/MAPAS México team apprised of your travels. Students and residents must obtain approval from the AMPATH/MAPAS México Clinical Team Leader for any overnight/weekend trips. Faculty/staff are not liable/responsible for you or any belongings during your personal travels.
 - For travel inspiration, explore [Visit Mexico](#) and [this website with cultural sites to visit in and around Puebla](#). The AMPATH/MAPAS México team also can share tips and local guidance upon request.
- COVID-19 Notes:
 - There are currently no quarantine restrictions for travel to Mexico. As guidelines periodically change, review [the U.S. Embassy's COVID-19 information](#) and the [CDC's guidelines](#) regarding travel to Mexico and re-entry into the U.S.
 - Travelers are encouraged to complete a COVID-19 vaccination at least two weeks prior to international travel and bring an up-to-date vaccine card, with a backup copy saved on phone/email.
 - Bring sufficient medical masks to wear on your flights and throughout your stay in Mexico. Adherence to COVID-19 prevention protocols in Mexico is high and expected in all public locations.

Lodging

- Consult your academic institution's department for their lodging reimbursement policy for students, residents, faculty, and staff. If covered by Dell Med, each traveler will pay for their own lodging, obtain a receipt, and then coordinate with their appropriate department contact to request reimbursement post-travel.
 - [Quinta Real Puebla Hotel](#): recommended for shorter stays
 - AirBnB or VBRO in Chulavista, Los Volcanes, or Carmen neighborhoods: recommended for longer stays
 - [Suites la Concordia](#): 4 min walk from the Spanish Institute of Puebla, 40 minute walk from BUAP Facultad de Medicina. Has 10 hotel rooms with air conditioning (not available in most AirBnBs), filtered water (not available at all AirBnBs), a kitchenette, and a small rooftop gym. Approx. \$65/night
- For program participants in the Medical Spanish Elective: Homestays are arranged by the Spanish Institute of Puebla. Participants will live with a Mexican host family, carefully screened to ensure they provide a safe, comfortable, and culturally-rich living environment. Living with a

host family provides insight into the daily customs of a typical Mexican family and will encourage participants to practice their language skills in a more natural and relaxed setting. Families provide three meals per day, and participants are encouraged to eat the same food as their host family unless they have indicated special dietary restrictions beforehand.

Ground Transportation

- **Ground transport to/from the airport:**
 - Hotel Quinta Real Puebla airport shuttle: phone [+52 222 229 0909](tel:+52222290909)
 - 500 MX for car 4 people
 - 600 MX for van 4 people
- **Daily ground transport around city of Puebla and to/from the BUAP campus:**
 - Local taxi options. Hotels can also call a taxi for you.
 - Uber and Didi (Mexican Rideshare app) are both available in Puebla and considered safer than hailing a cab from the side of the road. To use these apps you need data/cell coverage. There may be a variable wait time based on time of day and location. Uber can have long delays and cancel rides.
 - Not recommended: local buses in Puebla. Buses are overcrowded, do not have predictable stops, and drivers do not always follow traffic regulations. Exceptions cleared in advance by the AMPATH/MAPAS México Team Lead may be considered if taking a local bus accompanied by a Mexican host who can ensure safe transport.
- **Private ground transport with a known driver:**
 - SECPAC, Alejandro: +52 222 812 6522, atencionclientes@secpac.com.mx. Approx 20-30 USD each way for 3 people in a car to/from airport.
 - Javier Xolalpa: +52 1 55 7696 0903 or +52 1 55 7698 0903
- **Transport between major cities in Mexico:**
 - Notify the AMPATH/MAPAS México Clinical Team Leader if you are planning out-of-Puebla excursions, as safety on the roads in other states and cities varies in Mexico. It is best to check with local experts before traveling. Established bus line tickets can be purchased at the bus station and large shopping centers.
 - For individuals traveling from Mexico City to Puebla:
 - Estrella Roja ([website in Spanish](#) and a [PDF with instructions in English](#)) is a trusted bus company that will directly transport from Mexico City Airport to a [Paseo Destino](#), a Puebla bus station, for 362 pesos (~18 USD) one way. Recommended to buy tickets on site, but tickets can also be purchased online in advance.
 - EBus (<https://ebus.mx/>) from the Mexico City airport or safe Mexico City neighborhoods (e.g., Roma, Polanco, etc.) to the Paseo Destino stop in Puebla.
 - For groups traveling from Mexico City to Puebla:
 - [Wayak](#) Shuttle Vans, Eduardo Vargas (speaks English and Spanish): +52 55 5652 9331, eduardo@wayakbus.com
- **Walking:**
 - The main areas of the city of Puebla – the BUAP Facultad de Medicina, surrounding neighborhoods, and the historical center Zocalo – are safe for walking during the day. That said, it is strongly recommended to walk in groups of at least 2 when possible. If walking alone, inform someone of your route and expected arrival time. Do not walk in unfamiliar areas without a Mexican colleague or a long-term AMPATH/MAPAS México staff who is familiar with the neighborhoods. Be extra aware when crossing busy streets

and of tripping hazards, as the sidewalks and historic walkways can be uneven. **Never walk alone after dark, even a short distance.** Even in groups, it is recommended to have a trusted ride instead of walking.

Communications

Laptops and Internet

Internet access is typically included in lodging at hotels and short-term rentals, and is available at BUAP and the Spanish Language Institute of Puebla for registered learners. However, as internet bandwidth and coverage can have intermittent interruptions, it is useful to have data on your phone as a back-up.

UT Affiliates: Review the recommended [International Travel Guidelines](#) from the UT Information Security Office.

Ascension Affiliates: Ensure that the Information Security Team at Ascension is aware of your travel so they can allow you any necessary access on devices. Send them your name/email address, country to be visited, date of visitation, and the access needed (like email from personal device). In general, Ascension prefers that international users access email from a personal cellphone device which is enrolled in MDM. If you have access to Ascension email, then you are probably enrolled in MDM.

Phones

Establish a reliable way to be contacted at all times while in Mexico, either via U.S. or Mexican cell phone. Before you travel, contact your cell phone service provider to determine your cell phone coverage and costs for calls, texts, and data within Mexico and to the U.S.

Download [WhatsApp](#), a free app for calls, video calls, and texts while connected to WiFi. To call and text on WhatsApp, the person you contact also must have WhatsApp. Most people in Mexico (and outside of the U.S.) use WhatsApp for free and low-cost calls and texts. You will be added to an AMPATH/MAPAS México Safety and Security WhatsApp Group during your visit.

If your carrier does NOT offer the same coverage and pricing as in the US, in addition to WhatsApp, here are some cell phone options to explore:

OPTION 1 – GET A LOCAL SIM CARD AND/ OR PHONE AFTER ARRIVING

- When you arrive in Mexico, you can purchase a local SIM card (need to present passport) via the main Mexican cell providers (e.g., Telcel, AT&T, and Movistar). A package with sim card + data/calls/text for ~ 1 month is ~20 USD.

OPTION 2 – GET AN INTERNATIONAL PLAN THROUGH YOUR U.S. CARRIER

Most U.S. carriers have international plans, though the rates may be quite high. Check with your carrier to determine the rates and options. Here are a few options through large U.S. providers:

- [AT&T](#)
- [T-Mobile](#) (Note: [check if your plan includes free calling to and within Mexico.](#))
- [Sprint](#) (Same as above, as Sprint is now part of T-Mobile.)
- [Verizon](#)

OPTION 3 – BRING A DUAL SIM PHONE WITH YOU

A Dual SIM card phone is a phone with two SIM cards. Each SIM card gives you a phone number and a connection to a phone network. It can hold two numbers and two identities at once and you can make or receive calls and send or receive texts on either number. It is important, however, to determine the type of SIM cards that are available and that the phone will be compatible. This is not a standard feature in most iPhones, so be sure to check for compatibility.

Adapters

Although Mexico uses both Type A and B plugs, please note the voltage of the product being connected as Mexico operates on a 127V supply voltage. Bring dual-voltage-rated products (110-240V), products that operate at 127V, or voltage converters that allow you to safely use products outside this range. For any cellphones and laptops that have 3 prongs, bring an adapter, as many Mexican outlets only have 2 prongs.

Smartphone Apps:

- Citymapper: A navigation and mapping app that displays transport options, Citymapper uses real-time data to help users navigate complex public transportation networks.
- Uber: Uber is the recommended transportation in Mexico City, whether traveling to the hotel from FILUNI or the airport. It is the safest and most efficient way to get around. Internet, via Wi-Fi or cellular data, is needed to request a driver and while waiting for the Uber driver to arrive at the pickup location.
- WhatsApp: WhatsApp is commonly used to send quick, informal messages, voice messages, photos, videos and more in Mexico. It is available for free.
- Messages and calls can be made over Wi-Fi or using cellular data.
- Tripit: Travel organization app Tripit collects all the details of a trip into a single itinerary that's accessible across devices and offline, with sharing capabilities, document storage, and other features.
- Eatwith: A food-hosting platform that connects diners with local hosts, who can be anyone from professional chefs to home cooks to other food experts.
- GuruWalk: This online platform connects travelers with local guides who offer free walking tours in cities across the globe.

Packing List

Important Documents:

- Passport, valid for at least 6 months after your return date. Renewal is recommended nine months before expiration. For passport inquiries and support in Austin, see the section on Passports in this Manual and [visit the on-campus Passport Office](#).
- Paper copies of all identification and travel documents (passport, health insurance card, emergency contact, proof of COVID vaccination, itinerary, visa, etc.). Once you arrive in Puebla, store your passport in a secure location – ideally a safe – and carry a copy of your passport with you.

Recommended Clothing:

Business attire is expected in Mexico's professional/clinical settings. Casual clothing – though not shorts and flip flops, which are considered gym/beach attire – are acceptable outside of hospital settings.

- Professional attire. Pants or dresses and skirts at or below the knees are all acceptable for women in professional/clinical settings.
- Slightly more casual attire for the communities (jeans/pants and nice shirt, no gym/beach attire)

- White coats for clinical work/hospital visits and/or blazer for meetings.
- Comfortable closed-toe walking shoes for clinical work and for community visits in Puebla.
- Hiking shoes for outdoor hikes/leisure trips
- Ties for men attending formal leadership meetings.
- Light waterproof jacket, as Puebla tends to be cooler and wetter in winter months.
- Layers for temps in the high 40s to 50s in early morning and evening.

Medical Supplies:

- Items for clinical care on the wards: stethoscope, pulse oximeter, thermometer, reflex hammer, BP cuff, otoscope, tape measures, white coat, pulse oximeter if desired, etc.
- Your own supply of PPE.
 - Scrubs may be required on some rotations/areas (surgery, anesthesia, ob/gyn, neonatal care unit). If you anticipate rotating in these areas during your time, bring your own supply (any color is fine).
 - N95 masks. 3M N95 masks are not publicly available in Mexico. The hospital supply of KN95 masks, face shields, gowns, etc is limited.
 - 3-ply masks. While these are available for purchase in Mexico, quality is variable.
 - Reusable eye protection.
 - Disposable gloves are generally available on the wards, but bring your own.
- Hand sanitizer has been available in Puebla but bring your own supply and a pocket-sized bottle for the wards.
- Home COVID test kit.
- **IMPORTANT:** Expired medicines or medical supplies should not be transported to AMPATH/MAPAS México.

Other Items:

- Cell phone equipped to connect in Mexico with WhatsApp downloaded.
- Regular prescriptions and medicines for the duration of your stay, with an extra backup week just in case.
- Toilet paper/tissue travel packs: Most public bathrooms will not have toilet paper, so bring travel packs of toilet paper rolls and tissues with you. Due to strained plumbing systems, toilet paper should be disposed of in the trash rather than in the toilet.
- Traveler's diarrhea antibiotics: You may want to bring a short course (3-5 days worth) of Ciprofloxacin or Metronidazole. This is also available in Puebla pharmacies. Take caution with street food, and drink bottled, filtered, or thoroughly boiled water.
- Sunscreen
- Bug spray if traveling to rural areas
- Hat/head covering (the UV exposure is more intense at higher altitudes – Puebla ~7,000 feet)
- Fanny pack (as an alternative to holding cash in a purse/wallet)
- Masks
- Umbrella

[Mexican Medical License and Liability Coverage](#)

Medical students and residents visiting Mexico will have an observer role to learn how to better serve patients and so will not need to apply for medical licensing or medical malpractice insurance. If visiting a

clinical setting, you must be accompanied by a local physician with a Mexican medical license who would be directly responsible for patient care.

Faculty will be involved in education and research, and may provide clinical coaching but will not be involved in direct patient care. If visiting a clinical setting, it is recommended that you be accompanied by a local physician with a Mexican medical license.

For residents and faculty seeking to engage in direct patient care, know that the medical licensing process takes six months to a year. Thus, we encourage collaborative engagement that does not require this lengthy process unless there is a long-term commitment and a specific request for direct patient care support by our colleagues in Mexico. For Ascension affiliates, understand in advance what the medical liability coverage policy is for countries outside the U.S.

Your Health Abroad

Overall Crime and Safety Situation in Mexico

**For any concerns that arise regarding health and safety, contact:
Dr. Rebecca Cook, AMPATH/MAPAS México Clinical Team Leader on WhatsApp +1(501)628-1146 or Mexican Cell: +522215310525**

Emergency Services Number in Mexico is the same as U.S.: 911

- Take the recommended flu vaccine before travel.
- Bring sunscreen, and be mindful of hydration at a higher altitude.
- Travel with your health and travel insurance information at all times.
- Do not walk after dark. During the day, walk in pairs and only in known neighborhoods.
- Do not hail a cab from the street – use rideshare apps (Uber or Didi) or ask hotel/restaurant to call a reliable/trustworthy driver from inside the building.
- Do not take local public buses. Buses from airport to bus station in Puebla are fine.
- Lock up valuables, including your passport.
- Carry a copy (or take a photo on your phone and email to yourself as back-up) of the photo page of passport and your “tourist card” (given on entry to Mexico) throughout your stay.
- Mind your step when walking in the city, as many of the older streets and sidewalks are cobblestone.
- Enjoy yourself but remain aware of your surroundings.

UT Health and Safety Resources for Reference:

- [UT's Health and Safety Resources](#).
- [UT's Travel Safety 101](#), a list of tips on handling health/safety concerns in any country.
- [UT's On Call International Reference Document](#).
- [Emergency Action Plan Document](#) for family/emergency contact reference.

UT Affiliates: In case of on-site emergencies or other incidents, follow AMPATH/MAPAS Mexico's established protocols. Then contact [On Call International](#).

Your Travel Health Insurance Policies

For All UT Travelers:

- [Review the On Call International reference document](#) and save the QR contact info in your phone for emergencies.
- Any accompanying non-UT travelers must pay for their own travel expenses and be covered by their own insurance. [World Trips](#) is recommended, as On Call International is their 24/7 emergency assistance provider (the same provider that assists UT affiliates).

For UT Faculty/Staff:

- You are responsible for reviewing and seeking your own individual health insurance policy for international coverage ([Blue Cross Blue Shield](#), [Ascension](#), etc.) On Call International will file claims with your existing employee health insurance. If you don't have UT System BCBS, speak with your insurance provider before departure.
- On Call International enrollment is not your insurance but can still assist you in emergencies and making decisions abroad, including finding in-network providers. If you experience any kind of emergency abroad, contact On Call International **before** seeking medical assistance. To learn more, refer to the [Faculty/Staff Plan Description](#).

For UT Residents, Fellows, and Students:

- Dell Medical students, fellows, and residents abroad are treated as undergraduate students by UT Austin, and are thus required to enroll in the [Overseas Insurance Plan](#), designed to support you if you become sick or injured while abroad. Overseas Insurance costs \$19 per week and will reflect in your UT What I Owe page. It includes [On Call International](#) support. To learn more, refer to the [Student Plan Description](#).
- If you experience any kind of emergency abroad, contact On Call International before seeking medical assistance.

For Non-UT Affiliates:

- You are responsible for reviewing and seeking your own individual health insurance policy for international coverage.
- UT recommends the following options to non-UT affiliates, as On Call International is also their 24/7 emergency assistance provider:
 - World Trips: <https://www.worldtrips.com/atlas-travel-insurance#/atq>
 - InsureMyTrip: <https://www.insuremytrip.com/?linkId=61980917a65d120d39763bd9>

Local Health Providers / Resources:

- **BEFORE seeking medical assistance, contact On Call International** and also the Clinical Team Leader for guidance finding an in-network provider.
- Local pharmacies throughout the city can provide over-the-counter medications for mild health concerns.
- Hospital Angeles Puebla is an excellent private hospital, recommended for medical treatment by local physicians and within the BCBS Global Core network. [Hospital Angeles Puebla](#), Avenida Kepler 2143 Reserva Territorial Atlixayotl Puebla, 72190 Mexico. Phone: +52.222.303.6600

On Call International

Booking your travel through the UT options will enroll you immediately in [On Call International](#). Features of On Call International's services and benefits include:

- Medical, travel, and security assistance, including insured evacuation services, mental health telecounseling, prescription replacement, and international medical expense coverage;
- Coordination of emergency and nonemergency medical care;
- Coordination of travel arrangements for certain emergency circumstances such as hospitalization abroad;
- Limited coverage for COVID-19 and;
- Travel monitoring mobile app and critical event intelligence alerts (powered by [OnSolve](#)).

To manage your info and alerts, and review country-specific pre-departure information in advance of travel:

- Log in with the UT Group ID 100143CPPD21 at [MyOnCall Portal](#). Learn more about the services available to you and access pre-travel resources including country specific health, safety, and cultural information and advice.
- Save the emergency phone number +1 978-651-9722.
- Designate the email domains that On Call alerts will be sent from as safe senders so you receive pre-travel advisory emails and critical incident alerts: @stabilitas.io or @onsolve.com
- Download the OnSolve Risk Intelligence app. Configure settings as recommended in the [mobile app user guide](#).

During travel:

- Request assistance for any level of need 24/7 from anywhere in the world. You can make a call, send an email, live chat, or text On Call. If you need medical care, encounter a travel problem, suffer a medical emergency, need mental health support, or are impacted by a security crisis anywhere in the world, we strongly encourage you to take advantage of On Call's services.
- If a critical incident alert (extreme or high risk) is issued for your reported location, you will be notified. Depending on the nature of the incident, you may receive a text, email, and/or notification from the app, requesting you to check in and acknowledge whether you are safe or require assistance. These messages are generated by Texas Global or the On Call International Global Security Team. It is important to acknowledge any message as soon as possible to coordinate a quick and efficient response.

If you need medical, security, or travel assistance, regardless of the nature or severity of your situation, contact On Call 24 hours a day via this information:

- Call from anywhere in the world: +1 978-651-9722
- Call toll-free from the U.S. or Canada: 1-833-328-1091
- Email: mail@oncallinternational.com
- Text-only number: +1 603-945-0103
- [Live chat link](#)
- [Learn more about On Call International in this video for UT employees.](#)
- [Learn more about On Call International in this video for UT students.](#)

Smart Traveler Enrollment Program (STEP)

Registering for [STEP](#) will inform the U.S. Embassy you are in-country and allow them to send you alerts and travel/security advice while abroad.

Recommended Vaccines and Medicines for Mexico

Review the [CDC Yellow Book for Mexico](#) for specific health guidance and ensure your routine vaccinations are up-to-date. If you schedule an appointment with a healthcare provider, at a pharmacy, or at a travel clinic, ask about any current prescriptions or medical treatment you currently receive, the following travel abroad considerations, and COVID-19 information.

Recommended Vaccines and Medicines for Mexico

- Tetanus booster/TDAP: Needed every 10 years.
- Hepatitis A: Recommended but not required. Two-dose series, 6 months apart.
- COVID-19: Bring your vaccine card or certification as a precaution. Bring a few COVID-19 home/self tests to quickly test if you develop symptoms.
- Malaria Prophylaxis: Not required for Puebla. For travel to Central America or a jungle in Mexico, check guidelines for malaria and also dengue and Zika.

Travel Clinic Suggestions

- Your PCP and/or local pharmacies may be affordable options. For example, self-pay / without insurance in Walgreens: \$80 Tetanus/Tdap and \$130 Hep A.
- UT Travel Clinic at University Health Services: Call (512) 475-8301 to set up an appointment. You may be asked to complete their [UHS online travel course](#). If you have UT Health Select/BCBS plan:
 - Student and resident copay is \$45.
 - Hep A and Tetanus injections are all covered at 100% under medical coverage (injections administered in a clinic by an in-network provider).
- [Passport Health](#): \$99 office visit fee plus vaccinations. Self-pay / without insurance: \$120 Tetanus/Tdap and \$180 Hep A.

COVID-19 Testing and Resources

On Arrival and Return:

- While a COVID-19 test is not currently required for entry to Mexico, vaccination is recommended, and all visitors are encouraged to test one day before travel to ensure safety in shared housing and clinical care environments. [Free test kits are available to UT Austin affiliates](#), which you may wish to bring on your travel.
- Adhere to all local health protocols (e.g., wear masks, participate in temp checks, hand hygiene, self-isolate if sick). Puebla has a much higher community adherence to mask-wearing in public than in the U.S. COVID-19 testing and treatment is widely available in Mexico, although not all the same treatments used for high-risk patients/severe disease in the U.S. may be available. If you test positive, inform the AMPATH/MAPAS México team, who will work directly with you to ensure access to medical care and safe self-isolation. If in a host family setting, you will be moved to a hotel.

- COVID-19 infection may disrupt your travel plans and UT may not cover all associated costs related to this disruption. Check with your individual insurance and department if you have further questions about your coverage.
- If you need a laboratory-based COVID test while in Puebla, tests can be scheduled and performed at labs throughout Puebla City and cost between 20-40 USD. Here are a few private labs close to the BUAP Faculty of Medicine.
 - [Semin Laborotorio](#), +52 222 237-6664
 - [Linfofab](#) +52 222 243 6036
- U.S. testing recommendations and re-entry: No current requirements, but encouraged to test one day before travel. [Stay informed with CDC](#) and your airline regarding the latest requirements and [state and local recommendations](#).

Safety and Sexual Assault Information

Cultural and social attitudes toward sexual harassment, sexual assault, rape, and sexual assault victims, vary greatly in different countries. Be aware of potential differences in Mexico, and take safety precautions. In the event you, or someone you care about, experience relationship or sexual harassment/violence while abroad, you are strongly encouraged to seek the support of your onsite team leader, staff, or affiliate. Seek immediate safety first, then consider notifying your local contact and getting medical attention.

UT Austin is committed to leading the fight against sexual violence in compliance with Title IX. Reporting the incident to law or university officials is completely up to you. Understanding that reporting is an intensely personal process, the university respects your right to decide whether or not to report. Learn more from the resources at [UT Police Department](#) and [UT Counseling and Mental Health Center's Voices Against Violence](#).

General Safety Tips: Protect yourself and others when possible, understanding that no matter how safe or unsafe you are, sexual violence is not your fault. Taking these actions may increase your safety and the safety of others.

- Be aware of your surroundings.
- Listen to your intuition. If you feel like something is wrong, it probably is. Try to get out of the situation.
- Don't be afraid to yell, scream, or run for protection. Some people's physiological response may not be to fight; if that is the case, if possible, ask to use the restroom or cause a distraction.
- Remember, alcohol and drugs can impair perceptions of and reactions to situations. Be especially careful when you drink, and when you are with someone who has been drinking.
- Remember that someone who is intoxicated cannot give consent. If you are not sure you have a "yes," then try and remove your friend from the situation and do not engage in sexual activity.
- Watch your beverage at all times. Date rape drugs are tasteless, colorless, and odorless. People usually do not know they have ingested these drugs until the effects are well under way.
- Go with a group of friends when you go to a party or bar and look out for each other.

Post-Exposure Prophylaxis (PEP) Protocol

HIV Exposure: Infectious vs Non-Infectious Exposures

- Blood, visually bloody body fluids, semen, vaginal secretions, cerebrospinal fluid, peritoneal fluid, pleural fluid, pericardial fluid, synovial fluid, and amniotic fluid are all potentially infectious.
- Feces, urine, vomitus, nasal secretions, saliva, sputum, sweat, tears, urine are NOT considered to be infectious unless they are visibly bloody.

Occupational Infectious Exposure: Needle sticks, lacerations or exposure of non-intact skin (i.e., open wounds, abrasions, chapped skin or areas of dermatitis)

- Allow wound to bleed but do not squeeze enough to bruise and do not suck wound
- Wash the affected area gently with soap and water but do not scrub strongly or use nail brush
- Inform AMPATH Mexico Clinical team leader / supervisor to be evaluated for PEP as soon as exposure occurs (see below)

Mucous Membrane Exposure:

- Irrigate the affected area (eye, mouth, etc.) with clean water.
- Inform AMPATH Mexico team leader/supervisor to be evaluated for PEP as soon as exposure occurs (see below).

Sexual Exposure:

Inform AMPATH México team leader / supervisor to be evaluated for PEP as soon as exposure occurs (see below)

Clinical Evaluation for PEP:

It is the responsibility of the AMPATH México Clinical Team Leader to facilitate the evaluation, treatment and follow-up care for the exposed person, with expert medical consultation from an infectious disease specialist and coordinated via local health service providers with appropriate laboratory evaluation and treatment (ARVs).

If the exposed is a visiting trainee, the lead from the trainee's home institution should be informed about the exposure in general in order to ensure appropriate follow-up care back in the U.S. The nature or details of the exposure need not be shared to ensure privacy of the exposed person. This does not have to be done in real-time and should not delay PEP care. This can be done at a later date prior to the trainee's return to the U.S.

Mental Health Resources

Whether you are an experienced traveler or a first-timer, it is important to be an active participant in the maintenance of your mental health during your time abroad. Culture shock is real, and it will also take time to adjust to the new routines of life as a foreigner in a new country, as well as the role of health care observer in the developing world. You may even be surprised to find yourself experiencing reverse culture shock upon your return home.

We strongly encourage you to stay in regular communication with your on-site supervisor and peers during your time in Mexico, and with your department liaison after your return. Do not hesitate to raise

any issues or concerns in person, through On Call International or to UT's Counseling and Mental Health Center. Review the resources below and refer back to this document as a source of support.

Resources for Maintaining Your Well-Being While Abroad

- [A basic overview to mental health care while traveling](#)
- [On Call International's telecounseling services](#)
- [UT's Counseling & Mental Health Center crisis line](#)
- [International and American mental health crisis hotlines](#)
- [Personal self-care planning worksheet](#)
- [Lonehorn Wellness Center's Canvas course](#)
- [UT specific resources while traveling abroad](#)

Travel and Work in the Puebla Communities

General Cultural Customs in Mexico

Business Customs: Mexican businesspeople in major cities place a great deal of importance on appearance and, in many settings, dress more formally than in most U.S. cities. Wear business casual and avoid overly casual clothes and athletic shoes when going out to business meals. Being sensitive to typical business hours and mealtimes is extremely important. It is not uncommon for offices to open at 9:30 or 10 a.m. and for people to work until 8 p.m. or later. This means that on weekdays, many Mexicans follow a pattern of meals as follows:

- **desayuno**, consisting of fruit or a pastry, between 7 a.m. and 9 a.m. before going to work;
- a heavy lunch called **comida**, generally after 2 p.m. (It is not recommended to schedule a meeting between 2 and 4 p.m. unless it is intended to happen over lunch.)
- a light dinner or **cena** after 8 p.m.

Patience is key when conducting business in Mexico. Mexican social etiquette often includes more small talk before business than in the U.S. Social custom makes it difficult to say "no"; therefore, "yes" does not always mean "yes." In conversation, Mexicans emphasize tactful and indirect phrasing, and may be more effusive than Americans with praise and emotional expressions.

Email communication may be significantly more formal than it is in U.S. practice, and it is courteous to mirror this formality in your own correspondence. Business cards are used extensively, and it is recommended that all UT Austin representatives bring a large supply to Mexico City.

Dining Etiquette: The business lunch is a key tool in Mexico; it is used to build relationships and discuss matters at greater leisure. Before beginning a business discussion, it is common to discuss family, recent events, or other social themes. Mexican businesspeople and government contacts may smoke and drink during business meals. Business lunches can span two hours or more — and, again, usually do not begin until 2 or 3 p.m. Many restaurants do not open for lunch before 1:30 p.m., and most will not offer dinner before 7:30 p.m.

Gift Giving: Business gift giving is not generally required but is usually appreciated and viewed as a gesture of good will. Expensive gifts are not appropriate, and the following items are to be avoided: silver products (Mexico takes pride in their own silver products), yellow/red/purple flowers (they all symbolize negative omens), or tourist items from Mexico.

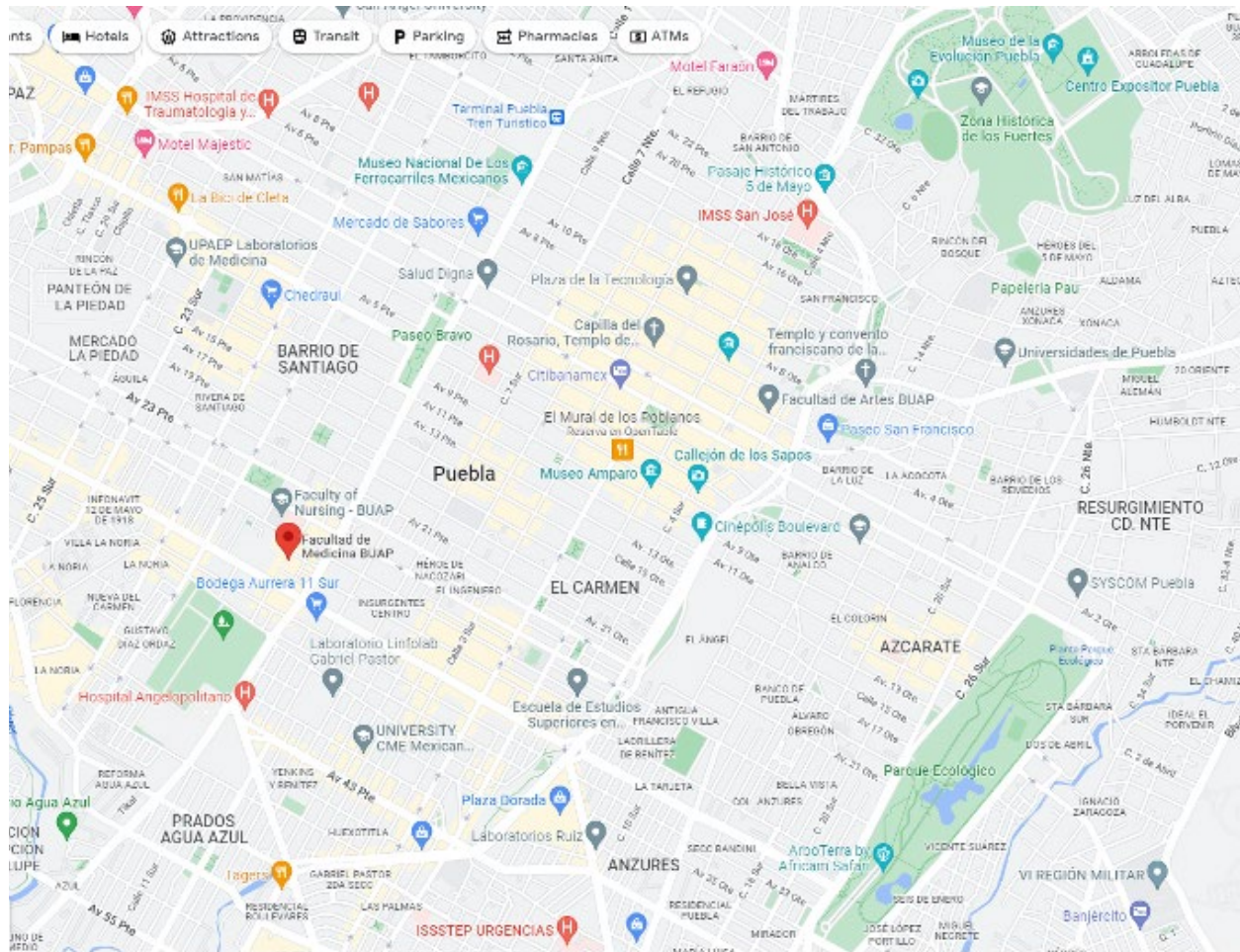
Water: Bottled water is the only safe option to avoid gastrointestinal problems. Do not drink tap water, even at the hotel. Iced drinks are safe in Mexico, as ice is made from purified water, not tap water. It is recommended to brush teeth with bottled water and to not ingest water when showering/bathing.

Coffee: Starbucks are located throughout Mexico City; in addition, Cielito Café is a Mexican coffee brand that is also widespread.

About BUAP and Maps of Local Areas

Founded in 1578, [Benemérita Universidad Autónoma de Puebla \(BUAP\)](#) is the oldest and largest university in Puebla, Mexico - the fourth-largest city in Mexico. BUAP is a public, state university with a flagship campus in the City of Puebla and nine additional facilities throughout the State of Puebla.

The [Facultad de Medicina](#) hosts more than 7,800 students educated by more than 380 faculty members. Of these 7,800 total students, 6,000 are medical students and the remainder are graduate-level students, including 1500+ residents with 22 residency specialties. In Mexico, students enter medical studies after high school and study medicine for five years: three years in the classroom and core clinical rotations, one year of internship, and one year of "servicio social," which is coordinated with the Secretaría de Salud.



About Secretaría de Salud

The [Secretaría de Salud](#) is the government agency responsible for all social health services in Mexico, and an integral part of the Mexican health system. The Federal Secretary of Health is a member of the Mexican government's Executive Cabinet and is appointed at the discretion of the President of Mexico. Each Mexican state has their own state-level Secretaría de Salud, which is responsible for provision of health services and health promotion in the state.

Working with the Rural Communities

Engagement with BUAP, Communities and FCP, and Working Groups and AMBIA Recipients

- **BUAP Engagement:**
 - **Overview:** BUAP is our main academic counterpart in Mexico. Visitors may wish to visit the medical school or other parts of the campus as part of their time to engage in partnerships in research, education or care.
 - **Main contacts:**
 - Clinical Team Lead, Dra. Becca Cook
rebecca.cook@utexas.austin.edu
WhatsApp: +1 (501) 628-1146
 - Program Manager, Beth Felker
beth.felker@austin.utexas.edu
WhatsApp: +1 512-750-0788
 - **BUAP Coordination:**
 - All visits to BUAP must be facilitated via the AMPATH/MAPAS México Clinical Lead. Visitors should not reach out directly to BUAP contacts requesting permission to visit.
 - Complete your AMPATH Mexico Visitor Form (in development)
 - Email the AMPATH/MAPAS México Program Manager three months prior to travel with a visit request and details of your purpose: what you hope to accomplish during your visit, overall purpose for your visit, activities, and commitments to the community. If possible, include a brief bio or CV translated into Spanish.
 - Avoid visiting BUAP during:
 - July – BUAP closed for summer holidays.
 - August – UT's end of the fiscal year, complicates travel reimbursement and financial processes.
- **Community Engagement and Visits to the Community**
 - Please read the additional materials provided about the communities with which we partner and prioritize the communities' identified needs and requests.
 - The Community Profile power point:
<https://utexas.box.com/s/w5ua2x8hjo7agr1msej06jh0hxkh4h0p>
 - Community Health Needs Assessment: link
 - Any visits or interventions in the communities must be first be approved and planned in coordination with the AMPATH/MAPAS México Program Team. Visitors should not reach out directly to local community partners (Fundación Comunitaria de Puebla/FCP) or local community leaders without prior approval and involvement of the AMPATH/MAPAS México leadership team who will guide the needed connections and next steps.

- Requests for visits to the community may not be granted due to a variety of factors (e.g., availability of key personnel, special vehicles that can traverse the unpaved roads, etc.). If you hope to visit the communities during your time in Mexico, you must communicate to the AMPATH/MAPAS México Program Manager **at least three months in advance** of your scheduled visit.
 - Interventions or research in communities must be done only after obtaining consent from the communities and must create an agreement for the community to be involved in the design, implementation, and evaluation of all initiatives to the extent that they desire.
 - If you hope to engage the community in a study or intervention that is new or not part of ongoing AMPATH/MAPAS México activities, compose a letter of intent in both English and Spanish outlining the purpose for your visit, activities, and commitments to the community. This should be emailed to the Clinical Team Lead and Program Manager to ensure this communication is reviewed and shared with relevant community leadership.
- **Fundación Comunitaria de Puebla (FCP) Engagement**
 - **Overview:** FCP is an essential, valuable collaborator due to their long-term involvement and established trust. They initially connected BUAP and UT to the communities in which we will be engaged and are establishing initial meetings with community leaders to facilitate our engagement.
 - **FCP Coordination:**
 - As you plan initiatives in the communities and trips to the communities, it is essential to include FCP to connect with community leaders and help schedule stakeholder meetings.
 - If you are planning a project in the community, reach out to the AMPATH Research Director to assess the need for support with community engagement and if substantial also plan in your budget how to protect the time of a community engagement specialist or project coordinator.
 - Before reaching out to FCP directly, connect first with the Clinical Team Lead (if your work is care related) or the Research Director (if your work is research related). Also, reach out to the other Working Groups' UT primary contact and the AMBIA grant recipient UT Co-PI to coordinate with any already-planned trips (e.g., to coordinate travel logistics, community meetings, survey tools and administration, etc.).
 - For safety, visits to the communities especially with UT and BUAP trainees must be coordinated with the AMPATH Mexico Clinical Team Lead and whenever possible with the
- **Working Groups and AMBIA Award Recipients**
 - The desire for community initiatives will only continue to increase. We request you collaborate with fellow researchers, clinicians, and academics to strategize, minimize, and streamline the requests made of the communities (e.g., coordinate travel, community leader meetings, focus group meetings, survey tools and administration, etc.).
 - **Working Group UT Primary Contacts:**
 - Diabetes: [Julie Zuñiga](#)
 - Education: [Clarissa Johnston and Brandon Altillo](#)
 - Evaluation: [Eliel de Oliveira](#)
 - Maternal Health: [Michelle Wright](#)
 - Mental Health: [Carmen Valdez](#)

- Mental Health Education Subgroup: [Claire Selinger](#)
- Nutrition: [Jacqui Angel](#)
- **AMBIA Recipients UT Co-PIs:**
 - [Clarissa Johnston](#) Palliative Care

What to Expect at BUAP

UT's Honor Code:

The profession of medicine has a legacy of public respect and trust. We provide specialized care for the health needs of individuals and the community with integrity, honesty, compassion, and state of the art knowledge and skills. Learning and practicing responsible and ethical professional behavior is a vital part of professional education. The University of Texas at Austin's Honor Code applies to all. The core values of The University of Texas at Austin are learning, discovery, freedom, leadership, individual opportunity, and responsibility. Each member of the University is expected to uphold these values through integrity, honesty, trust, fairness, and respect toward peers and community.

Expectations and Role of Faculty and Fellows

- Identify and make connections with your Mexican faculty counterparts.
- Provide supervision to UT learners and, as requested, teaching/supervision to BUAP learners.
- Note conversations and contacts to share with the Global Health division in your team's Trip Report and submit it to rebecca.cook@austin.utexas.edu.
- Upon return, attend the next Global Health faculty/staff meeting to provide updates on your work and visits.

Expectations and Role of Residents in Approved Electives

Attendance Policy:

The primary responsibility of participants is to master the educational objectives of their curriculum. Thus, attendance is a professional responsibility that will be monitored. Learners are expected to attend all scheduled classroom events as well as participate in additional culturally based learning activities unless excused in advance. In addition to classroom activities, teaching formats may include clinical experiences, collaborative learning, and community-based immersion opportunities. This course will act in accordance with the University of Texas' excused absence policy and each case will be at the discretion of program leadership.

Residents should proactively communicate with their funding departments and Division of Global Health if the program changes mode of instruction (in-person to online) or changes the instructional calendar (late start, early finals, etc.). [Policies for reference on the Dell Med GME Wiki](#).

Expectations and Role of Medical Students in Approved Electives

Attendance Policy:

The primary responsibility of participants is to master the educational objectives of their curriculum. Thus, attendance is a professional responsibility that will be monitored. Learners are expected to attend all scheduled classroom events as well as participate in additional culturally based learning activities unless excused in advance. In addition to classroom activities, teaching formats may include clinical experiences, collaborative learning, and community-based immersion opportunities. This course will act

in accordance with the University of Texas' excused absence policy and each case will be at the discretion of program leadership.

Global Health rotations are approved by Med Ed for elective credit, and all [Dell Med Academic Policies as stated on the Wiki](#) apply. Dell Med students should follow the [Dell Medical School Attendance and Absence Policy](#). Students should proactively communicate with the Division of Global Health team if the program changes mode of instruction (in-person to online) or changes the instructional calendar (late start, early finals, etc.). Visiting students should follow the policies of their home institution.

Student Role in Mexico - General:

- Identify and make connections with your Mexican student counterparts. Work and learn alongside them to learn about health services and systems in Mexico and make a positive contribution in patient care.
- Check in regularly with AMPATH/MAPAS México team and UT supervisors. Inform them immediately with any issues/concerns.
- Upon return to Austin, attend Global Health student or faculty meetings to share updates on your experience.

For Students Working in Mexico on 3rd Year Projects:

A U.S. third/fourth year medical student is the equivalent of a sixth-year Mexican medical student. Implementing a global health project, particularly if it is research in nature, from start to finish currently is a multi-year process that requires commitment, extensive planning, and flexibility. For work in Mexico, Spanish language proficiency is required. Below is a year-by-year list of preparation recommendations.

- MS Year 1 Goal: Introduction to the AMPATH/MAPAS México program, network with faculty, and create ideas for areas of interest/potential projects.
 - Take the Foundations in Global Health elective offered by the Division of Global Health.
 - Recommend practicing/building Spanish language proficiency (reading/writing/speaking/listening) for non-native/fluent students, and taking advantage of the Medical Spanish elective if available.
 - Identify (a) faculty mentor(s).
- MS Year 2 Goal: Clinical Clerkship year at Dell Med - Continued engagement and proactive development of plans for a project, with the understanding that the degree of engagement may change over the course of the year depending on commitments.
 - Check-in bi-weekly (email, phone, in-person) with faculty mentor.
 - Identify funding source(s): Division of Global Health, Dean's Funds, HornRaiser, outside research grants, AMPATH
 - Continue to practice and build Spanish language proficiency for non-native/fluent students.
- MS Year 3 Goal: Execution of project, partnership, and relationship building. Potential for Distinction.
- MS Year 4 Goal: Continuation of work, mentorship of upcoming students, and/or facilitating/liaising for program.
 - Enrolled in research elective (either in Austin or Puebla) with dedicated 2-4 weeks to continue 3rd year project work.
 - Still in development: Participate in clinical observership elective in Puebla, pending space availability at BUAP.
 - Present results:

- Grand Rounds of choice
- AMPATH Global Gathering or other AMPATH conferences
- Global to Local Conference
- CUGH
- Other national conferences – medical or other disciplines
- Mentor upcoming students interested in Year 3 Project.

Required Components:

- UT/Dell Med Faculty Mentor
- Dell Med Research Discovery and Advisory Committee – To review study design. May need to provide letter of introduction for BUAP counterparts.
- BUAP Faculty Mentor – To help arrange time in clinics/hospital and classroom.
- BUAP Student Counterpart
- Funding
- Local housing – Preferably with host family or student counterpart
- Project Proposal – Mexico deals in lengthy paperwork and documents require official office stamps, so Mexican counterparts also should review and edit for language and formatting. Proposal should include consent forms.
 - 1st Level of review: study design
 - 2nd Level of review: ethics review

Leisure Activities in Puebla

In Puebla, there are many beautiful outdoor recreation spaces, including the [Parque Ecológico](#) and the [Zona Histórica de los Fuertes](#).

Restaurant Recommendations in Puebla

Quinta Real	Outdoor restaurant. Good for breakfast before meetings at BUAP. For dinner, make reservations as they host big events.
El Noral	Traditional Poblano food.
La Noria	Very fancy and delicious.
El Mural Poblano	Traditional Poblano food and murals of famous locals.
El Encanto	Rooftop with view of the Cathedral.
Attico 303	Rooftop with view of the Cathedral. Vegetarian options available.
Azotea del Royalty	Rooftop with great views. Near the Zocalo. Vegetarian options available.
El Hotel Colonia de Puebla	Traditional Poblano food. Limited vegetarian options.
Ciudad Sagrada	Tasty dinner and brunch. View at the base of the Cholula pyramid. Vegetarian options available.
Topolino	Chain of dessert places. Great ice cream and fancier desserts.

La Zanahoria Esmeralda	Recommended by BUAP contacts for vegetarians.
La Audiencia Restaurante	Off the Zocalo in Atlixco. Vegetarian options available.
Café Profética	Casual. Has a bookstore inside.
Mi Barrio Café	Vegan options available.
Fonda de la Santa Clara	Recommended by locals.
Antigua Taqueria La Oriental	Recommended by locals. Less expensive.
Salon Mezcalli	Recommended by locals. High-end, traditional food from 150-200 years ago
OCHO 30 Centro	Part of a local chain of restaurants. Good variety of starters, salads, soups, pizzas, sandwiches. Multiple vegan/vegetarian options available.
La Berenjena	Recommended by locals. Diverse array of pizzas, which you can mix and match different styles/flavors. Vegan/vegetarian options available.

[Returning to Austin](#)

Whether you are faculty, fellows, residents, students or staff, the Global Health team, UT/Dell Med community, and AMPATH can help you tell your story and carry forth your work from Mexico. Explore these additional options and reach out to the Division of Global Health for more info:

Storytelling

- Invite the Division of Global Health to any presentations you will give on your work in Mexico, and share any photos, blogs, papers, interviews, stories, and materials.
- Connect with faculty Aliza Norwood norwood@austin.utexas.edu and/or the student editors of Prosody: literary and arts magazine of Dell Med, for further ideas on advocacy tips and storytelling outlets for global health.
- [Peace Corps' Approach to Ethical Storytelling](#).

Community Events

- Email the Division of Global Health to be added to the listserv, where you can follow updates and find collaborations with AMPATH counterparts.
- Attend or present at [Consortium of Universities for Global Health \(CUGH\)](#) annual conference.
- Participate in Global to Local, Dell Med’s annual spring student conference.
- Help build Global Health Grand Rounds and share your new connections.

Education & Partnership

- Encourage peers to apply for elective rotations or support AMPATH collaboration.
- Be a department liaison to develop electives for your residents and students.
- Present at pre-departure orientation, to current Dell Med students in the Global Health Student Interest Group, and/or to Global Health Enrichment Electives.
- Advocate for bilateral exchange to help bring Mexican counterparts to Austin.

Grants for Future Work

- AMPATH/MAPAS México Bilateral Innovation Award (AMBIA): Contact Beth Felker, Program Manager, beth.felker@austin.utexas.edu
- [Texas Global grants and programs.](#)
- Dell Med-specific funds (e.g., Mental Health Innovation Fund for mental health-related projects and Student Affairs for general financial support for DMS students)

Language Resources and Medical Spanish

Since 1990, the number of Spanish speakers in the U.S. has more than doubled. With over 41 million people speaking Spanish in their home, it has become the second most spoken language in the U.S. In Texas, approximately 30% the population considers Spanish their preferred language. Second only to California, Texas is home to the largest number of Spanish-speakers. Pediatric residents at Dell serve a population at East Austin Clinic estimated to be 60% Spanish speaking. At Dell Children's Medical Center, 50% of patients identify as Hispanic or Latino.

Literature reveals that language concordance between patients and physicians is an important factor in providing safe and effective healthcare. Language has been identified as a major contributor to health disparities that often result in medical errors and poor health outcomes in vulnerable populations. Augmenting Spanish language competency of healthcare providers through training in conversational and medical Spanish has demonstrated improved quality in health care delivery. Preparing healthcare providers to appropriately communicate with and care for Spanish-speaking patients is crucial to providing high quality and equitable care.

POLICY

Essential to the Dell Medical School Division of Global Health and AMPATH vision and mission of health equity are mutually respectful and beneficial partnerships. As such, we are committed to equity and inclusiveness via multilingualism.

As part of our collaborative approach, we encourage everyone involved to demonstrate humility and curiosity, acknowledging that regardless of our respective areas of expertise, we have much to learn from our colleagues and patients.

We encourage UT, AMPATH, and BUAP students, staff, and faculty to respectively seek Spanish- and English-language training, as well as cultural responsiveness training, to facilitate collaboration and as a foundation for meaningful exchange. Review the following Procedures and Resources to enhance the academic experience and support meaningful ways to engage.

PROCEDURES

Opportunities with BUAP: Collaboration Guide for UT and AMPATH Students, Staff, and Faculty

Our Division of Global Health team will do our best to connect BUAP faculty and providers with the desired areas of expertise and ideally, when possible, English-language skills.

We encourage all students, staff, and faculty seeking to engage with AMPATH/MAPAS México to have a working professional language proficiency* in Spanish (verbal and written) to obtain the richest

experience possible with host BUAP students, staff, faculty, patients, and others who will have varying levels of English-language skills.

To help craft an exchange experience, we request all participants who want to visit AMPATH/MAPAS México to submit documentation* of Spanish language proficiency to the Division of Global Health team at least two months in advance of a proposed visit. All engagement opportunities will be customized to language proficiency and the availability of bilingual team members to ensure a positive, safe, and mutually beneficial experience.

For UT and AMPATH students, staff, and faculty who do not have a working professional language proficiency in Spanish, an exchange experience in Mexico will enhance the academic experience by focusing on acquiring language and cultural competency, clinical observership (when bilingual clinicians are available), learning about healthcare delivery in another context and country, and/or engaging in a special project (e.g., research).

Faculty and clinical fellows who seek to engage in direct patient care must obtain a medical license in Mexico, which can take approximately six to nine months, and, depending on their home country and institution's coverage, may have to obtain medical malpractice insurance coverage in Mexico. To ensure quality care, providers directly involved in patient care must be fully proficient in the patient's language or have an interpretation service available.

For education and research activities that may or may not include a visit to Mexico (e.g., in-person and virtual BUAP-related courses, collaborative calls with BUAP, teaching, supervising, mentoring, research, etc.), we encourage all UT and AMPATH students, staff, and faculty to have a working professional language proficiency* in Spanish. For these types of activities, we also acknowledge that communication and work can be facilitated by ensuring at least one member of the team is fully bilingual and willing to help with interpretation (e.g., an administrative support role, a student, a faculty member, an allied health professional, etc.).

To help ensure equity, we ask all UT and AMPATH students, faculty, and staff to consider language representation (e.g., the language of the participants, call, follow-up emails, materials shared, grant(s), publication(s), etc.), as well as the ratio of UT and AMPATH and BUAP participants, and power dynamics of any research or education collaborations.*

Below are Spanish language learning opportunities to provide a foundation for bilateral exchange.

*For language proficiency, complete [this basic, free Transparent Language test](#).

LANGUAGE-RELATED COSTS

As a general guide, the cost for the language-related resources and services will be covered by the entity (e.g., individuals, teams, divisions, departments, specialties, and institutions) using the resource / service.

Below is an outline for how the costs will be covered for the services mentioned above:

- Spanish language education will be paid for by the UT Austin or AMPATH student, staff, and/or faculty using the service.

- For initiatives “core” to the AMPATH/MAPAS México mission, translation and interpretation services will be covered by the Division of Global Health and/or AMPATH/MAPAS México. Examples of “core” initiatives include activities related to overarching infrastructure creation, care, education, and research (e.g., the translation and interpretation of MOUs, websites, monthly Grand Rounds and seminars, annual events, endeavors initiated and led by the core Global Health staff and faculty, etc.).
- For all other activities, translation and interpretation services will be covered by the corresponding entity (e.g., individuals, teams, divisions, departments, specialties, and institutions) using this service (e.g., medical specialty group meetings, collaborative courses, small events, endeavors initiated by staff and faculty who seek to be involved with AMPATH/MAPAS México, etc.).

RESOURCES: SPANISH AND ENGLISH LANGUAGE

We offer the following menu of options to enhance language skills. For context, UT Austin language experts estimate that it takes approximately 500 hours of study and practice to be able to use Spanish in a professional setting. They also mentioned the importance of accuracy in medical Spanish, both for the patient and for the provider’s institution.

Spanish Language Resources

1. Spanish language study in Puebla, Mexico

- The Spanish Institute of Puebla is an award-winning Spanish Language School located in Puebla, Mexico. For over 35 years, the school has provided intensive immersion programs for students and professionals from over 72 countries. The institute follows the European Framework of Reference for Language learning and ACTFL guidelines. Highly motivated professors and well-equipped facilities guarantee an effective and enjoyable learning experience. In addition to classroom activities, the Spanish Institute of Puebla provides a wide variety of extracurricular opportunities throughout Puebla and central Mexico. The school is located 4 blocks from Puebla’s main plaza (Zocalo) and is housed in a restored 17th century convent. [Online/virtual classes](#) also available.
 - The Spanish Institute of Puebla, 11 Oriente #10, Centro Histórico. Puebla, Pue 72000. www.sipuebla.com info@sipuebla.com 1-800-554-2951 Jane Lewis: jlewis@sipuebla.com.
- [LIVIT Spanish](#) is another local Spanish language intensive option.
 - Contact info@livitspanish.com

2. Spanish language study at UT Austin

- Dell Medical School's Medical Spanish II Enrichment Elective (6x two-hour sessions) Aims to enable students with intermediate to advanced Spanish proficiency to gain clinical application skills. Will be offered annually starting spring 2022. Contact Drs. Maria Luisa Echavarría, Brandon Altillo, and/or Christina Salazar.
- Dell Med MS2s beginning their Primary Care, Family, and Community Medicine Clerkship may request a longitudinal primary care clinic placement with a high proportion of Spanish-speaking patients, dependent on preceptor availability. Contact Dr. Brandon Altillo.
- At Dell Med, Dr. Tim Ruttan leads a three-week Elective Medical Spanish Rotation at the Spanish Institute of Puebla for pediatric residents. This could be replicated for learners in other Dell Med departments and UT-Austin schools. Contact Dr. Tim Ruttan.

- Classes with the Texas Language Center. Contact Betsy Brown, 512-232-7186.
- UT's [Department of Spanish/Portuguese](#). offers classes and a [resource bank of Spanish Proficiency Exercises](#). Contact Orlando Kelm.
- UT's [Center for Open Educational Resources and Language Learning](#) (CORELL) offers Spanish resources.
- UT Austin's School of Nursing's Medical Spanish: N354 Spanish for Health Care Professionals is taught in the long semesters and summers. It is required for all undergraduate nursing students and is an elective for graduate students and non-nursing students. Three credits. This course is offered at UT's School of Nursing, so medical students interested in registering must secure permission from Dell Med's Office of Student Affairs. Contact Nancy Guillet and Ana Todd.
- Healthcare interpretation courses at [UT Austin](#) and [ACC](#).

3. Spanish language study outside of Mexico and UT Austin

- [Private tutoring and classes](#) recommended by Orlando Kelm at UT's Department of Spanish/Portuguese.
 - Private Lessons (similar to tutoring) - [Spanish](#) & [ESOL](#).
 - Private Courses - [Spanish](#) & [ESOL](#).
 - Pronunciation Workshops - [Spanish](#) & [ESOL](#). (less than \$5 month with the Dell Med discount)
 - Contact Elizabeth Mack: For a discount, use the code DELLMED for 10% off private lessons / course and 50% off pronunciation workshops.
- "Meducation" from Travis County Medical Society's Spanish for Health Care Professionals.
- Private tutors
- Self-directed options (e.g., SpanishDict and Preply)

INTERPRETATION AND TRANSLATION SERVICES

- The following free resources can help translate written content:
 - [Google translate](#)
 - SpanishDict
 - [DeepL](#)
 - [Word reference](#)
 - The Division of Global Health and LLILAS contract with Alejandra McGuire. for interpretation and translation services. Rates: \$300 for 2 interpreters x 2 hours minimum. If more time is needed, \$75/hr per interpreter or \$150/hr for 2 interpreters. mcguire@yahoo.com, 512-773-3204

UT AUSTIN DELL MEDICAL SCHOOL LANGUAGE ACCESS POLICIES AND RESOURCES (for reference)

- [Dell Med Language Access Policy](#)
- [Dell Med Inclusive Language Guide](#)
- [Utilizing the Translation Service](#)

Spanish Medical Abbreviations, Terminology, and Lab References: in development, with support and resources from 3rd year student researchers and pediatrics residents in immersion course

Appendix A: Recommended Reading and Viewing

Background Reading and Watching:

- [AMPATH Mexico Website](#)
- [AMPATH Global Partner Video](#)
- Read about [Puebla history here](#), [here](#) and [here](#).
- [PAHO / Pan American Health Organization: Country Profile - Mexico](#)
- PAHO Pan American Health Organization (as part of the WHO / World Health Organization): [Mental Health Country Profile - Mexico](#)
- [U.S. Embassy in Mexico](#)
- [Mexico Secretaría de Salud](#) (Ministry of Health)
- [IHME Puebla Health Data](#)
- [SIC Mexico Chronic Disease Data](#)
- [INEGI Mexico Statistics and Geography Data](#)

Local News Sources:

- [El Sol de Puebla](#) (local news source)
- [MilenioLinks](#) (local news source)
- [Puebla Online](#) (local news source)

Mexican Health Context Resources:

- [2019 Puebla Health Needs Assessment](#) and [President's Award for Global Learning 2019 Puebla story](#)
- [Challenges for universal health care protection in Mexico](#): Julio Frenk with UT's LLILAS Benson Center
- [Basics of the Mexican Health System](#): a 2021 Dell Med presentation by Julio Zapata of Eli Lilly LATAM
- 2023 Activity Report of BUAP's Facultad de Medicina, delivered by Dr. Luis Vazquez de Lara (In Spanish)
 - [Written report](#)
 - [Video presentation](#)

For Students:

- [Global Professional Training: Latin America](#). GPT is an annual, interdisciplinary and free cross-campus event hosted by UT's Texas Global, and is an opportunity for students to learn more about a diverse and critical region of the world through interactive career workshops, student and alumni panels, networking with experts on/from the region, and musical performances. Faculty and staff are also encouraged to attend. Upon completion, participants receive an official certificate documenting acquisition of cross-cultural professional skills and knowledge of the region. GPT is also held with a focus on East and Southeast Asia. See calendar for details.
- Global Health Student Interest Group (GHIG) at Dell Med - To be added to the listserv, email globalhealthdellmed@austin.utexas.edu.

Course Readings from the Pediatrics in Puebla Language Immersion Course:

- [Spanish and the Medical Interview](#): A Textbook for Clinically Relevant Medical Spanish. Pilar Ortega, MD. Pilar Ortega is an emergency medicine physician who serves as the president of the National Association of Medical Spanish. Her book focuses on the unique vocabulary, context, and needs of a physician conducting a clinical interview with a Spanish-speaking patient. It follows the natural progression of the physician-patient encounter, as taught in US medical schools.

- [Teaching Medical Spanish to Improve Population Health: Evidence for Incorporating Language Education and Assessment in U.S. Medical Schools](https://www.liebertpub.com/doi/epdf/10.1089/heq.2019.0028). Pilar Ortega, et al. <https://www.liebertpub.com/doi/epdf/10.1089/heq.2019.0028>
- [Use of Alternative Folk Medicine by Mexican American Women](#) Lopez RA. Use of alternative folk medicine by Mexican American women. J Immigr Health. 2005 Jan;7(1):23-31. doi: 10.1007/s10903-005-1387-8. PMID: 15744474.
- Guillet, N., & Echavarría, M. (5th edition). [Spanish, culture & health: An introduction for healthcare professionals](#). Austin, TX: University Co-op-Forty Acres Press. ISBN: 978-1-64950-081-6. Textbook is available at the CO-OP store on Guadalupe St.
- [Latino, Hispanic, Latinx, Chicano- The History Behind the Terms](#). By Yara Simon
- Lion KC, Thompson DA, Cowden JD, Michel E, Rafton SA, Hamdy RF, Killough EF, Fernandez J, Ebel BE. [Impact of language proficiency testing on provider use of Spanish for clinical care](#). Pediatrics. 2012 Jul;130(1):e80-7. doi: 10.1542/peds.2011-2794. Epub 2012 Jun 11. PMID: 22689864.
- Nápoles AM, Santoyo-Olsson J, Karliner LS, Gregorich SE, Pérez-Stable EJ. [Inaccurate Language Interpretation and Its Clinical Significance in the Medical Encounters of Spanish-speaking Latinos](#). Med Care. 2015;53(11):940-947. doi:10.1097/MLR.0000000000000422
- Turissini M, Mercer T, Baenziger J, Atwoli L, Einterz R, Gardne A, Litzelman D, Ayuo P. [Developing Ethical and Sustainable Global Health Educational Exchanges for Clinical Trainees: Implementation and Lessons Learned from the 30-Year Academic Model Providing Access to Healthcare \(AMPATH\) Partnership](#). Annals of Global Health. 2020; 86(1): 137, 1–9. DOI: <https://doi.org/10.5334/aogh.2782>
- [“Speaking Spanish for Beginners”](#): a free podcast that provides 15 minute episodes covering Spanish basics. This podcast covers the language necessary for greetings, introductions, the home, the family, weather, & telling time, amongst other topics.
- [Cleansing Rites of Curanderismo: Limpías Espirituales of Ancient Mesoamerican Shamans](#). By Erika Buenaflor
- [Born in Blood and Fire: A Concise History of Latin America](#). By John Charles Chasteen
- [Mountains Beyond Mountains: The Quest of Dr. Paul Farmer, A Man Who Would Cure the World](#). By Tracy Kidder
- [The Spirit Catches You and You Fall Down: A Hmong Child, Her American Doctors, and the Collision of Two Cultures](#). By Anne Fadiman

Appendix B: Diversity, Equity, and Inclusion Resources

Helpful resources regarding diversity, equity, and inclusion.

- [DDCE: Division of Diversity and Community Engagement](#)
- Faculty Innovation Center - [Inclusive Teaching and Learning canvas course](#)
- [NAFSA: Resources for Supporting Diversity and Inclusion in Education Abroad](#)
- [Diversity Abroad: Diversity and Inclusion Resource Center](#)
- Student Resources from [Diversity Abroad](#)
 - [Minority and Students of Color Abroad](#)
 - [Students on a Budget Abroad](#)
 - [Heritage Seekers](#)
 - [Student with Disabilities Abroad](#)

- [Women Abroad](#)
- [Religious Diversity Abroad](#)
- [First Generation Students](#)
- [Adult Students Abroad](#)
- IES: [Diversity-Related Study Abroad Resources & Country Guides](#)
- A wide array of [LGBTQ+ Resources](#)
- Additional Information for Transgender Students
 - [Glaad](#)
 - [Neutrois](#)
 - [TransEquality](#)
 - [TSA](#)
- Other Useful websites
 - [Black & Abroad](#)
 - [All Abroad](#)
 - [Mobility International USA](#)
- Interesting Articles
 - [Know An LGBTQ Student Itching To Study Abroad? Here Are Some Things To Think About](#)
 - [Why “Standing in your identity corner” doesn’t work: Against forced disclosure of marginalized identities as casual icebreakers](#)

Appendix C: Cultural Humility Tips

Race and Identity Abroad

International travel can be transforming, through interacting with different people and cultures. Ignorance, however, exists everywhere and you may be judged based on your ethnicity, disability, sexual orientation, religion, or gender. For people of various backgrounds and identities, this section will pose important questions to consider and provide links to additional info.

For [Minority and Students of Color](#)

- What are common perceptions/stereotypes about my race or ethnicity in my host country?
- Is there a history of racial or ethnic tension in my host country? Is the issue of immigration a source of racial or ethnic tension currently?
- How will I react if I encounter racism or other discriminatory behavior?

For [Heritage Seekers](#)

- How will I be perceived in my host country?
- Will I be accepted?
- Am I used to being part of the minority at home? How will it be to be a part of the majority?

For [LGBTQ+ Travelers](#)

- What are the laws regarding homosexuality and gender identity in my host country?
- Is it safe for me to come out when I’m abroad?
- What kinds of LGBTQ+ resources are there in my host country/institution?
- [Here](#) are some more resources for LGBTQ+ people going abroad
- This [article](#) also provides some good advice/insight for LGBTQ+ people going abroad.

For [Women](#)

- Is it safe for me to go out alone? At night? Are there areas or places I should avoid?
- What are the expectations of women in this society?
- How do men treat women?

For [People with Disabilities](#)

- How are people with my disability viewed abroad?
- How should I respond if people give me unsolicited help?
- Am I willing to disclose my disability to others?
- Where can I [learn about my rights and resources](#)?

For [People from a Religious Minority](#)

- What is the dominant religion in my host country?
- Is it safe for me to wear religious symbols or clothing?
- Are there any laws regarding religion? How tolerant is the host country of other religions?

For [First Generation Dell Med Affiliates](#) & [Dell Med Affiliates on a Budget](#)

- What locations are most accessible?
- Where can I find resources for first-time travelers?
- What scholarships and other fundraising opportunities exist for me?
- How can I best manage my money to maximize my financial resources?

Additional Resources:

■ [All Abroad](#) includes specific information for African Americans, Asian/Pacific Islanders, Hispanic/LatinX, Native American travelers

■ [Diversity Abroad](#)

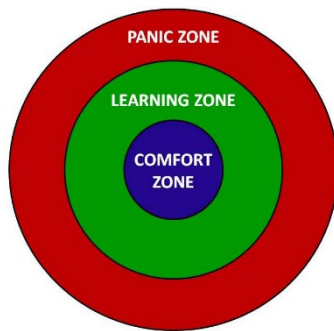
Political Climates Abroad

The political climate in the U.S. is both a subject of international interest and a source of potential conflict during your time abroad. Individuals in your new host culture may be interested in your perspective.

Broadening one's horizons is a frequently stated goal of those who work and study abroad. Such a goal involves exposing oneself to differing viewpoints and worldviews. We want you to feel empowered to engage with locals about sensitive topics, including politics and world affairs, in a safe and respectful manner. Here is some advice on how to do so:

- **Avoid becoming defensive and recognize your own triggers.** Those who do not consider themselves "patriots," or who are critical of their own government, may be sensitive to criticism from someone in another country. Being aware of your triggers can aid in reducing the emotional volatility that political discussion often inspires. You are an ambassador, not an elected representative. As such, you are not responsible for the political or military actions of your government. Attempts to hold you responsible should be met with a reminder that you are there to learn about and appreciate a new culture, and that whomever you're speaking with should match your open-mindedness.

- **Find ways to consider politics from a cross-cultural viewpoint.** Observing and embracing cultural differences can be one of the most thought-provoking aspects of living abroad. Make note of differences or similarities in how the news is reported, how politics is discussed, and how locals talk about and consider national news. It may be easier to engage with locals on a cultural level first, especially if sharing political opinions directly makes you too uncomfortable.
- **Listen and remind locals that you are interested in learning from them.** Try to understand and consider viewpoints that are especially different from your own. If a discussion becomes particularly heated, it may help to inform the person with whom you're speaking that, as an international traveler, you are particularly tolerant of and interested in the perspective of others. You can also reiterate that you will be bringing home new opinions to friends and family members in the United States.
- **Engage in political conversations only in "safer" environments.** Alcohol exacerbates negative feelings. Consequently, you should exercise discretion as to where you choose to discuss politics, always striving to maintain a level head.
- **Don't participate in political protests.** Such demonstrations can quickly turn violent, and you may be at additional risk for punishment because you are a foreigner.
- **Leave situations quickly if you start to feel threatened.**
- **Do your homework on U.S. involvement, and the country in general.**
- **For more information on culture:**
 - Explore Geert Hofstede's six-dimensional framework for discerning the phenomenon of cultural difference and an accompanying country comparison tool.
 - <https://www.reservations.com/blog/resources/power-distance-index/#idv>
 - <https://www.hofstede-insights.com/country-comparison-tool?countries=the-usa>



“When your views on the world and your intellect are being challenged and you begin to feel uncomfortable because of a contradiction you've detected that is threatening your current model of the world...pay attention. You are about to learn something.”

–Bill Drury



Objective Culture (Big 'C')

"The artifacts and visions created by a group of interacting people, such as their political and economic systems; expressions in art, architecture, literature, and dance; heroes and holidays; and collective history."

Subjective culture (little 'c')

"The learned and shared values, beliefs and behaviors of a group of interacting people. Types of subjective culture can include: national, ethnic, regional, gender, socioeconomic class, educational level, religion, age, ability, sexual orientation, etc."

- Janet Bennett

Appendix D: Training Modules, Webinars and Case Studies

Below are some free, self-paced online training resources in global health, each different in format and theme. Explore any that interest you and let us know which ones you found useful!

Our Top Recommendations:

[Global Health Education for Equity, Anti-Racism and Decolonization \(GHEARD\)](#) by American Academy of Pediatrics: GHEARD is an eight-module curriculum for global health trainees and providers, published by the American Academy of Pediatrics with collaboration from the Association of Pediatric Program Directors and the Consortium of Universities for Global Health. GHEARD seeks to prompt critical reflection and analysis and create important (and sometimes uncomfortable) conversations across global health training spaces around inequity, racism, systems of oppression and structural violence, and

the legacies of colonialism and neo-colonialism on the field by highlighting under-represented voices and perspectives in global health. The hope is that by informing and empowering global health trainees and providers about the complex history of the field, ongoing global health inequities, and critical consciousness of one's own power and positionality, they will be empowered to join together to work toward a more equitable, decolonized field of global health.

[Socios en Salud Centro de Salud Global](#) (english/español)

- Excellent self-paced course on decolonizing global health education
- Global health seminars focused on primary care, TB/HIV, maternal and child health, and NCDs most with model programs from Peru and Mexico

["Decolonizing Global Health" Series](#), by Emory Global Health Institute: This is a series of recorded forum sessions, tackling a different timely global health topic with the goal of emphasizing the multidisciplinary aspect of global health work. Watching these five videos at the link above is a quick and easy way to examine the socio-cultural and systemic implications of global health work.

- Session 1: Colonial Entanglements and the History of Global Health
- Session 2: The Role of Religion and Culture in Shaping Global Health
- Session 3: Decolonizing Global Health Research Partnerships
- Session 4: Decolonizing Global Health Education
- Session 5: Disrupting & Rebuilding Global Healthcare Systems

[Consortium of Universities for Global Health](#) (CUGH): CUGH has a collection of resources for global health teaching and learning that have been created or vetted by its Education Committee and Subcommittees. These resources include topic-specific training modules, case studies, and links to online global health resources. Supervising faculty may wish to review the [CUGH Global Health Education Competencies Tool Kit](#).

[Ethical Challenges in Short-Term Global Health Training](#): Trainees, their sending and host institutions, and program sponsors recognize that global health training programs raise a number of ethical issues. Being able to recognize and navigate these issues itself is not only important, but also it is critical for avoiding harm to communities and facilitating a long-term, productive collaboration for the betterment of global health. Using ten cases adapted from real-world experiences, the modules in this course build on these guidelines and should help users identify and develop strategies for navigating some of the ethical issues arising in short-term global health training experiences. This material was developed by the Johns Hopkins Berman Institute of Bioethics and the Stanford Center for Innovation in Global Health.

[Cultural Competency Online Course](#): Unite for Sight offers a cultural competency online course for those working in an international clinical setting, a small part of a larger global health certificate program. This is a course for those immersed in a culture different from their own who will undoubtedly experience culture shock and cultural adjustment. Furthermore, those in any clinical setting must understand language barriers, how to work with translators, cultural differences, cultural understanding, and trust, among other cultural concerns.

[Open WHO](#): (english/español) Several self-paced short-courses on emerging global health priorities or clinical updates.

Only if you have time...

[SDG Academy: Global Public Health](#): The SDG Academy is an initiative of the UN Sustainable Development Solutions Network, creating and curating free and fully interactive online courses taught by a global faculty. Global Public Health is taught by experts from the Public Health Foundation of India, exploring the institutions, infrastructure, and the interplay of actors that constitute health not only in local communities but also on a global scale. In this course, you will discover how health is influenced by the environment, food systems, energy security, transport, trade, and human migration. You also will learn health's positive influence on other sectors, with investments in health shown to have a positive impact on economic development. Finally, this course will illuminate how health impacts and is essential to achieving poverty reduction, gender empowerment, universal education, conflict resolution, and other Sustainable Development Goals.

[The Practitioner's Guide to Global Health](#): This 3-part timeline-based course, designed by a team of global health experts at Boston University, will help you prepare for successful global health learning experiences. The course provides guidance for undergraduate and graduate students, medical trainees, and volunteers. In each part, you will have the opportunity to learn through interactive scenarios and discussion forums. In Part 1 (The Big Picture), you will learn how to determine whether a global health learning experience is right for you, and if so, what, where, when, and how? In Part 2 (Preparation and on the Ground), you will learn how to prepare for your global health learning experience and gain vital information about being there on-the-ground. In Part 3 (Reflection), you will learn about "reverse culture shock" upon returning from a global health experience.

[Simulation Use for Global Away Rotations](#) (SUGAR): SUGAR's Pre-departure Activities Curricular Kit; (S-PACK) is a comprehensive, modular, modifiable pre-departure curriculum for medical providers planning to work in resource-limited settings. Each modular element includes a facilitator guide and all the cases, worksheets, PowerPoint slides, videos, or handouts needed. The full S-PACK curriculum is available free by download via 2 methods: modular-based downloads or as a full download. To download the materials, you will need to register with SUGARPREP.

[PIH Learning Collaborative](#) Webinars on achieving health equity in COVID-19 and role of CHWs in health system.

[GlobeMed](#) This page offers recommended readings and TED Talks related to global health and leadership.

[Global Health NOW](#) Essential news and views in global health, a publication of Johns Hopkins Bloomberg School of Public Health.

[Goats and Soda](#) NPR's global health and development blog. Check out the stories below and more on global health and international education.

- Article: [Risks and Benefits of Sending Health Students Abroad.](#)
- Article: [Volunteering abroad? Read This Before You Post That Selfie.](#)
- Washington Post: [How NOT to save the world: Why U.S. students who go to poor countries to 'do good' often do the opposite.](#)