

Who to Contact?

UT Southwestern Medical Center
Office of International Affairs
 3000 Pegasus Park, Suite 210 (5th Floor)
 Dallas, Texas 75247

Resources	Contact Information	When?
Office of International Affairs	Call Main number: 214-648-0010 Website: http://www.utsouthwestern.net/intranet/administration/internationalaffairs/ Email: InternationalAffairsOIA@utsouthwestern.edu	<ul style="list-style-type: none"> • Check in as a new visitor/employee • Visa and immigration questions • Problems with personal adjustments • Problems with your lab or mentor • Initial contact for finding other types of help
Payroll Office	Send an email to payrollutsw-ops@utsouthwestern.edu	<ul style="list-style-type: none"> • Turn in "Direct Deposit" form • Tax, W-2 or tax treaty questions • Name change on SSN
Postdoctoral Affairs Office	Send an email to: SGSPostdocOffice@utsouthwestern.edu Websites: https://www.utsouthwestern.edu/research/postdoctoral-scholars/ https://www.utsouthwestern.net/intranet/education/grad-school-biomedical/postdoc/web-resources/	<ul style="list-style-type: none"> • Problems with your lab or mentor • Looking for a new job • Questions on the Postdoctoral Certificate Program • Help with C.V. or letters of interest
Employee Benefits Division *Note 30-day deadline	https://www.utsouthwestern.edu/employees/hr-resources/	<ul style="list-style-type: none"> • Adding dependents to your insurance* • Select retirement options (TRS/ORP)* • Re-establishing benefits after a break in service • General questions on your medical, dental, vision, or prescription coverage
Student Health Center (For students or postdoctoral scholars, only)	https://www.utsouthwestern.edu/education/students/student-health-service/appointments.html 214-645-8690	<ul style="list-style-type: none"> • Minor illnesses such as a fever, cold, or minor infections • Immunizations
Student Mental Health (For students or postdoctoral scholars, only)	https://www.utsouthwestern.edu/education/students/wellness/appointments.html 214-645-8680	<ul style="list-style-type: none"> • Student wellness and counseling • Depression or other mental health concerns • Referral of friend or colleagues
UT Southwestern Employee Assistance Program	EAP Services: https://www.utsouthwestern.edu/employees/hr-resources/eap/ 24/7 Employee Support Line: 855-420-0734	<ul style="list-style-type: none"> • Free and confidential referral to community services (e.g., mental health counselors, family counselors, drug or alcohol addiction programs, etc.)

	Non-emergency assistance: 214-648-0821 or HR@utsouthwestern.edu	
Primary Care Physician or minor Emergency Clinics (Non-students & Non-postdocs)	UTSW Clinic Appointments: 214-645-8300 or 817-882-2400 or https://utswmed.org/request-appointment/3/home/ Find a UTSW Doctor: https://utswmed.org/doctors/	<ul style="list-style-type: none"> • Minor illnesses such as a fever, cold or minor • Infections • Immunizations • Annual physical exams
Hospital Emergency Room *Call 911 for police/fire/ambulance emergency assistance	William P. Clements, Jr. University Hospital, 6201 Harry Hines Blvd., Dallas, TX 75390; 214-633-4700 Baylor University Medical Center, 3500 Gaston Ave Dallas, TX 75246; 214-820-0111 Texas Health Presbyterian Hospital, 8200 Walnut Hill Lane; Dallas, TX 75231; 214-345-6789	<ul style="list-style-type: none"> • Life threatening emergencies • Possible stroke/heart attack • Severe Pain • Broken bones • Injuries from a car accident
After Hours Minor Emergency	Highland Park Emergency Center: http://highlandparker.com/ Or, Google “minor emergency clinic, Dallas TX”	<ul style="list-style-type: none"> • To see a doctor for a minor illness after 5 p.m. or during the weekends
Benefits and Insurance	https://www.utsouthwestern.edu/employees/hr-resources/benefits-insurance/ Customer Service: 1-866-882-2034 (See back of insurance card for more contact numbers)	<ul style="list-style-type: none"> • Employee benefit information • File or ask a question about a claim • Help understand bills • Ask Questions about insurance coverage
UTSW Hospital Billing	About Billing Billing and Insurance UT Southwestern Medical Center (utswmed.org) Account Resolution Department: 469-291-2000 or 866-648-2455 or billinginquiries@utsouthwestern.edu	<ul style="list-style-type: none"> • Questions about UTSW hospital charges • Help reading and understanding a bill • Getting a bill corrected
University Police Department (On UTSW campus Only)	University Police - UT Southwestern, Dallas, TX Off Campus Emergency: 911 Non-Emergency On Campus: 214-648-8311 On campus Emergency: 214-648-8911	<ul style="list-style-type: none"> • Getting an escort on campus • Parked on campus with keys locked in car or flat tire • Unlock office • Car battery dies in parking lot on campus • Wallet/purse/laptop stolen from campus • Suspicious person on campus, danger from person/fire/natural disaster
City of Dallas Police Department(Off campus only)	Emergency: call 911 Non-emergency: call 311 Helpful Numbers (dallaspolice.net)	<ul style="list-style-type: none"> • Automobile accident with damage cars or injuries • Report a crime off campus • Report suspicious person/activity off campus
UTSW Parking and Shuttle Services	Parking: UT Southwestern, Dallas, Texas 214-648-9600 or ParkingServices@mednet.swmed.edu	<ul style="list-style-type: none"> • Getting a parking permit • Paying a parking ticket on campus • Purchasing a Dart Pass • Appealing a parking ticket • Find campus shuttle routes and schedules

Graduate Career Development	Postdocs and Students Career Development: Graduate School - UT Southwestern, Dallas, TX	<ul style="list-style-type: none">• Help with C.V.• Help with Letters of Interest• Discuss possible career paths based on individual skills and knowledge.
Career Development Program	Faculty Faculty Development: UT Southwestern, Dallas, TX	