Q&A Coronavirus

This Q&A will be regularly updated. Last update: March 1, 2020.

Travelling to countries with coronavirus outbreaks

- I have to go to a country with coronavirus outbreaks for work/study. Is that allowed?
  We're following the travel advice of RIVM/Ministry of Foreign Affairs, so please keep an eye on: [https://www.nederlandwereldwijd.nl/reizen/reisadviezen](https://www.nederlandwereldwijd.nl/reizen/reisadviezen). If the travel advice is negative (red or orange) then travel to that specific area is not allowed. If the travel advice is yellow or green, travel is allowed. We advise you to treat your health wisely.
  *This website is only available in Dutch. If you have trouble understanding the information, you can send a WhatsApp message to +31 641683406 or an email to info@tue.nl (please use as subject title: coronavirus).

- It's crucial to my work that I travel a country with coronavirus outbreaks. Can an exception be made for me?
  No, in the interest of the health of all our staff and students, we can't make exceptions.

Returning from countries with coronavirus outbreaks

- I’ve just returned from a country with a coronavirus outbreak. Can I just come to the TU/e or do I have to stay at home for 2 weeks?
  People who have been in one of the areas with a coronavirus outbreak and who have complaints are advised to stay at home. If the symptoms get worse, contact your family doctor by telephone. This concerns people who have been in China, South Korea, Iran, Singapore and North Italy. In Northern Italy it concerns the following provinces: the Aosta Valley, Piedmont, Lombardy, Trentino-South Tyrol, Friuli-Julian-Venice, Veneto, Emilia-Romagna and Liguria.

- I’ve just come back from a holiday in Italy or another area with a lot of infections. Do I have to report this somewhere?
  You do not have to report where you have been. The university uses RIVM guidelines that say: people who have been in one of the areas with a high infection rate in the past 14 days, should stay at home as a precaution. If the symptoms worsen (fever and respiratory complaints such as coughing or shortness of breath), contact your GP or the GP’s office by telephone. This concerns the following areas:
    - China (including: Macao and Hong Kong)
    - Singapore
    - South Korea
    - Iran
    - The northern Italian provinces of Aosta Valley, Piedmont, Lombardy, Trentino South Tyrol, Friuli-Julian-Venice, Veneto, Emilia-Romagna and Liguria.
  Please note: only contact your general practitioner by telephone, do not visit the practice.

- I have to incur (or have incurred) unforeseen costs in order to return to the Netherlands. How will TU/e deal with this?
  We find it important that our employees and students can return safely, and are therefore willing to financially compensate unforeseen costs. Keep all your receipts and contact the manager operations of your department.
I'm still in a country with a coronavirus outbreak. What am I supposed to do?
Please contact your embassy. If you are in your country of origin and there are contaminations there, act in accordance with local advice.

Contact with

Students/scientists from countries with coronavirus outbreaks are coming to TU/e. Are they allowed on campus?
Yes. The university remains open to visitors, also from countries with coronavirus outbreaks. The situation may change, so keep an eye on the intranet, check the RIVM website https://www.rivm.nl/en/novel-coronavirus or contact the information point again for the latest state of affairs.

I've been in contact with Chinese people from the Netherlands for work in the past period. Am I infected now?
We assume that people are uninfected, until proven otherwise. If you yourself are hesitant about your health, we advise you to contact your own doctor.

There are Chinese in my study group. Am I infected now?
We assume that people are uninfected until proven otherwise. If you have any doubts about your health, we advise you to contact your own doctor.

I've been in contact with people from areas with coronavirus outbreaks. Am I infected now?
We assume that people are uninfected, until proven otherwise. If you have any doubts about your health, we advise you to contact your own doctor.

Other questions

I have incurred expenses for a work/study related flight, a congress or another activity, which has been cancelled due to the coronavirus. Can I recover these costs somewhere?
TU/e does not have a cancellation insurance, so the insurance does not reimburse the costs. Therefore, TU/e reimburses the work/study related costs for cancellations due to the coronavirus.

How can I prevent infection in my group or department?

I hear they're traveling to countries with coronavirus outbreaks at another department. How is that possible?
That’s a rumor that’s not true. All departments follow the same line.

There will be an event on campus in the near future. Is that still happening?
We will follow the lead of the RIVM, so events will proceed as usual. Be sure to maintain good hygiene.

I am an international employee, I have never been to a doctor in the Netherlands, but I do have concerns. How does it work?
If you are unfamiliar with the Dutch healthcare system, we would like to point out the healthcare insurance. Take advantage of it. If you want, you can report to SGE at Strijp t, they will help you further: https://strijp.sge.nl/home

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