



York Teaching Hospital
NHS Foundation Trust

Information for Overseas Visitors about Hospital Treatment and Paying for Care

A full summary of Charging Regulations can be found at www.gov.uk

Caring with Pride

Information for Overseas Visitors about Hospital Treatment and Paying for Care

The NHS provides free hospital treatment to those living legally in the UK. If you are **not** ordinarily resident in the UK, you may have to pay for your hospital treatment, even if you have a British passport, an NHS number or have paid UK National Insurance contributions and taxes in the past.

The Trust has a **legal obligation** to identify Overseas Visitors and recover costs from those not entitled to free treatment.

How Can I Prove that I am Entitled to Free Hospital Treatment?

You will need to provide evidence that you are ordinarily resident in the UK.

All patients admitted to this hospital regardless of their nationality and residency status are required to provide correct information when registering.

On arrival you may be asked to complete a Pre-Attendance form and we would ask that you complete both sides with as much information as possible.

The Overseas Visitors Officer (OVO) may need to interview you to establish your entitlement to free treatment and further evidence of your status within the UK may be requested.

What Happens if I Need to Attend the Accident & Emergency Department (A&E)?

You will not be charged for treatment received within A&E. Should you become an Inpatient, be provided with an appointment for Outpatients or Community care, charges will apply.

I Am Just Visiting the UK and Have Become Unwell, Do I Have to Pay?

There are circumstances under which visitors **may** be entitled to free healthcare:

If you normally live in a country that has a bilateral healthcare agreement with the UK, or is a member of the European Economic Area and you hold a valid European Health Insurance Card (EHIC), you may be entitled to free **urgent and necessary care** where the care provided cannot wait until your return home.

If you did not apply for an EHIC before you left your country of residence the OVO can help you to apply for temporary cover via www.ehic.europa.eu



For Non-EEA visitors who have paid the Healthcare Surcharge the OVO may need to verify your visa status with the Home Office.

If you are employed within the UK, you will need to show evidence that you are working for a UK-based employer.

If you are a student we will require a letter from the UK college or university you are studying at, confirming the length of the course and your attendance rate.

If you are an Asylum Seeker whose formal application to the UK Border Agency is being considered you will not have to pay hospital charges but may still need to pay for pharmacy prescriptions. You will need to provide evidence of your status.

If I am Not Eligible for Free Treatment What Will I Have to Pay For and How Much Will it Cost?

You will be charged for any treatment given to you by any member of staff within our services in the hospital or community.

Trust Clinicians will determine what treatment constitutes urgent and necessary care. Any care considered non-urgent, that could wait until your return home but that you wish to receive here would require payment in advance.

The OVO will provide you with an estimate of costs following their initial interview and will take upfront payments where required.

Documents required for Identification may include (valid and current):

For Identity: Passport and Visa; National ID card; Photo Driving Licence or a UK Biometric Residence Permit (BRP)

For Proof of Residency (less than three months old): A Tenancy Agreement; Utility, Council Tax, Telephone Bill and/or Bank Statement; Pay Slips and/or dated letter from HMRC/DWP.

Failure to provide adequate evidence within seven days of our initial request will result in charges being made, without further notice, for treatment received.

How to contact us

The Overseas Visitors Officers

York Teaching Hospital
Wigginton Road,
York, YO31 8HE

 01904 725627

Scarborough General Hospital
Woodlands Drive,
Scarborough, YO12 6QL

 01723 385008

 overseasvisitoroffice@york.nhs.uk

Tell us what you think of this leaflet

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact:

The Overseas Visitors Officers.

Teaching, Training and Research

Our Trust is committed to teaching, training and research to support the development of staff and improve health and healthcare in our community. Staff or students in training may attend consultations for this purpose. You can opt out if you do not want trainees to attend. Staff may also ask you to be involved in our research.

Patient Advice and Liaison Service (PALS)

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

PALS can be contacted on 01904 726262, or email pals@york.nhs.uk

An answer phone is available out of hours.

Please telephone or email if you
require this information in a different
language or format

如果你要求本資訊是以不同的語言
或版式提供，請致電或寫電郵

Jeżeli niniejsze informacje potrzebne
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01904 725566

email: access@york.nhs.uk



Braille



Audio e.g.
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Large print



Electronic

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