



York and Scarborough
Teaching Hospitals
NHS Foundation Trust

Hospital Treatment and Paying for Care

Information for Overseas Visitors

Please scan the QR code
to view an online copy
of this leaflet:



NHS Eligibility/Overseas Visitors' Team

① For more information, please contact:

York Hospital, Wigginton Road, York, YO31 8HE

Telephone 07977 540837

Scarborough Hospital, Woodlands Drive,

Scarborough, SKP 4ZZ

Telephone 07977 540823

Or email: yhs-tr.OverseasVisitorOffice@nhs.net

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Introduction

The NHS provides free hospital treatment to those living lawfully 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. Please scan the QR code below to complete a **Pre-Attendance form**, or request a paper copy from a member of staff:



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.

It is the patients' responsibility to ensure that they understand the charging regime for healthcare, in the country they are visiting. Where it is not possible for our team to interview a patient during their visit, you need to be aware that charges may still apply.

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:** A tenancy Agreement; Utility, Council Tax, Telephone Bill and/or Bank Statement; Pay Slips and/or dated letter from HMRC/DWP.

If you have insurance cover, please inform your insurers of your admission and forward policy details to our team as soon as possible.

What happens if I need to attend the accident and emergency department (A&E)?

A&E services are primary care which is free to all. However, should you become an Inpatient, be provided with an appointment for Outpatients or Community care following an attendance in A&E, this becomes secondary care and charges will apply.

I am 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**.

The Overseas Visitors' Officer will be able to discuss your personal circumstances with you.

Picture of an EHIC Card



- If you did not apply for an EHIC before you left your country of residence you will need to apply for a Provisional Replacement Certificate (PRC) from your healthcare provider in your home country.
- For Non-EEA visitors who have paid the Healthcare Surcharge the OVO will need to see your Biometric Residents Permit.

- 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 an Asylum Seeker whose formal application to the UK Border Agency is being considered you will not have to pay hospital charges. You may need to provide evidence of your status.

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

What happens next if I need to pay for my treatment?

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

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

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

Teaching, training and research

Our Trust is committed to teaching, training and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like 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 yhs-tr.patientexperienceteam@nhs.net.

An answer phone is available out of hours.

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:

York Hospital, Wigginton Road, York, YO31 8HE,
telephone 07977 540837

Scarborough Hospital, Woodlands Drive, Scarborough,
YO12 6QL, telephone 07977 540823

Or email: yhs-tr.OverseasVisitorOffice@nhs.net

Leaflets in alternative languages or formats

If you would like this information in a different format, including braille or easy read, or translated into a different language, please speak to a member of staff in the ward or department providing your care.

Patient Information Leaflets can be accessed via the Trust's Patient Information Leaflet website:

www.yorkhospitals.nhs.uk/your-visit/patient-information-leaflets/

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