

Charges for overseas visitors in our hospitals

Can I have
free NHS
hospital
care?



Information for patients, relatives
and carers



If you are **not a UK resident**, you can only receive emergency care free of charge in our A&E (accident and emergency) departments. You will have to pay for all other treatment, including any further care after treatment in A&E. To help us determine whether or not you have to pay, we will need to ask you some questions and may ask to see some documents.

Non-urgent treatment

If your treatment is planned and not urgent, you will need to pay for it beforehand unless you have travel or health insurance that covers non-urgent care. If you do not pay, we will not be able to treat you. Your clinical team will determine whether or not your care is urgent.

Urgent or immediate treatment (including maternity services)

We will never refuse to provide care or treatment that is immediately necessary or urgent. This includes all maternity care, emergency dialysis and emergency heart treatment. However, you will still have to pay for this treatment if you are not a UK resident and not covered by an exemption. We will try to provide you with an idea of the cost in advance. The final cost will be calculated upon discharge when all of the care and treatment is known.

Exemptions

If you have an EHIC card, are being treated for an infectious disease or can show that you are seeking asylum, you may not have to pay.

European patients (EEA)

If you are a visitor from inside the European Economic Area (EEA) we will ask that you bring your European Health Insurance Card (EHIC). If you do not have a valid EHIC, you will need to request a Provisional Replacement Certificate (PRC) from your home country to cover the cost of your treatment. For more information: www.ehic.europa.eu

Non-European patients

The UK has reciprocal arrangements with some countries outside of the EEA to cover the costs of immediate medical treatment.

If you are non-European, we will ask for proof of your nationality. You can show your passport (with visa) or a biometric residence permit (BRP) and a copy of your travel insurance policy.

Indefinite leave to remain

If you have been granted 'indefinite leave to remain', you will be classed as ordinarily resident in the UK and you do not have to pay. You will need to show proof of your identity, where you live and work and when you entered the UK. The documents below are acceptable forms of proof:

- your passport and visa
- national ID card or UK biometric residence permit (BRP)
- utility bill (water, gas, electricity) or council tax bill
- a tenancy agreement (if you are renting a property)
- bank or building society statement

All bills or statements should be less than six months old.

Students

If you are an overseas student, you will need to show your EHIC card (EEA students), a copy of your passport (with visa information), your biometric residence permit (BRP) or proof of travel insurance to cover your whole stay in the UK. We will need a letter from your UK school, college or university confirming you are studying there.

Unpaid invoices

Unpaid invoices are referred to our debt recovery team, and where they remain outstanding after two months, the Trust may be required to report this to the Home Office which could affect future applications to enter or remain in the UK. If you are worried about paying for your treatment or have any questions, please contact our overseas visitors team:

Email: imperial.overseas.office@nhs.net

St Mary's

Western Eye

Charing Cross

Hammersmith | QCCH

T: 020 3312 2173

T: 020 3312 6692

T: 020 3313 0313

T: 020 3313 1623

How do I make a comment about my visit?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have. If you have any **suggestions** or **comments** about your visit, please either speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3313 0088** (Charing Cross, Hammersmith and Queen Charlotte's & Chelsea hospitals), or **020 3312 7777** (St Mary's and Western Eye hospitals). You can also email PALS at **imperial.pals@nhs.net** The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

Alternatively, you may wish to complain by contacting our complaints department: Complaints department, fourth floor, Salton House, St Mary's Hospital, Praed Street, London W2 1NY.

Email: **ICHC-tr.Complaints@nhs.net**

Telephone: **020 3312 1337 / 1349**

Alternative formats

This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages. Please email the communications team: **imperial.patient.information@nhs.net**

Wi-fi

We have a free wi-fi service for basic filtered browsing and a premium wi-fi service (requiring payment) at each of our five hospitals. Look for WiFiSPARK_FREE or WiFiSPARK_PREMIUM