

NHS Shetland
Unst Health Centre

Local Procedure on Overseas Visitors

This local procedure sets out the process to be followed by Lerwick Health Centre staff in the event that an overseas visitor contacts the Practice seeking medical assistance.

It should be noted that some health care services are free for everyone. These include:

- **emergency** care in a hospital (in an accident and emergency department or in a casualty department)
- **emergency** care at a family doctor's surgery
- emergency transport in an ambulance
- sexual health services
- treatment for some infectious diseases and sexually transmitted infections

If patients need other health care, NHS staff will ask the patient to show them some documents to help them decide if the patient can be treated on the NHS. This can include passports or European Health Insurance Card (EHIC).

The attached list of questions and answers details which countries have a reciprocal healthcare agreement with the UK and the Primary Care Department should be the first contact if there are any queries on overseas visitors.

If a patient is not entitled to free NHS care and there is no reciprocal agreement in place with the country of residence, the following charges will apply:

Consultation	£50.00
House Visit	£90.00
Private Prescription	
Private fee for bloods	£12.00 per test

Lisa Watt
Service Manager Primary Care
Review Date: 1st January 2015

COMMON CATEGORIES OF OVERSEAS VISITORS WHO APPROACH HEALTHCARE PROVIDERS TO ACCESS NHS SERVICES

FREQUENTLY ASKED QUESTIONS

- **HOLIDAYMAKERS - FOREIGN NATIONALS**
- **WORKERS**
- **STUDENTS**
- **UK NATIONALS WORKING ABROAD**
- **UK NATIONALS WHO HAVE LIVED ABROAD AND WHO ARE NOW RETURNING TO SCOTLAND**
- **UK STATE PENSIONERS LIVING ABROAD**
- **ASYLUM SEEKERS**
- **ANNEX A (SHOWS EEA COUNTRIES)**
- **ANNEX B (SHOWS COUNTRIES WITH RECIPROCAL AGREEMENTS)**

HOLIDAYMAKERS - FOREIGN NATIONALS

Q. *Can I get free National Health Service (NHS) care while I am on holiday in Scotland?*

A. Yes, some health care services are free for everyone. These include:

- emergency care in a hospital (in an accident and emergency department or in a casualty department)
- emergency care at a family doctor's surgery
- emergency transport in an ambulance
- sexual health services
- treatment for some infectious diseases and sexually transmitted infections

If you need other health care, NHS staff will ask you to show them some documents to help them decide if you can be treated as an NHS patient.

Q. *I live in the European Economic Area (EEA) or Switzerland*. Can I get free NHS care when I visit Scotland?*

A. Yes. If you normally live in the EEA or Switzerland, you will not have to pay for **treatment that is necessary** while you are in Scotland. This includes:

- treatment for an illness or condition you had before coming to Scotland; and
- treatment you need if you become ill or have an accident while you are here.

However, you must get a European Health Insurance Card (EHIC) in your own country **before** your trip and you will need to show your EHIC card to NHS staff.

N.B. If you don't have an EHIC card, NHS staff may not be able to treat you as an NHS patient and you may need to pay for any care or treatment you receive.

Q. *I don't live in the EEA or Switzerland. Can I get NHS care when I visit Scotland?*

A. The UK has special arrangements** with some countries outside the EEA. If you come from one of those countries you will be able to get some free health care from the NHS while you are here.

* See ANNEX A

**See ANNEX B

Q. *What happens if I need treatment?*

A. NHS staff will need to see some documents to decide whether or not you can get NHS care. You may need to show:

- your passport / visa / national identity card;
- European Health Insurance Card, where applicable; and
- documents showing where you live ordinarily, for example, your driving licence or other documents to prove you are registered for work or to receive health care in your own country.

N.B. If you do not have the documents they ask for, NHS staff will not be able to treat you as an NHS patient and you may need to pay for any care and treatment you receive.

Q. *Is all health care free for NHS patients?*

A. No. If you are treated as an NHS patient, a lot of your health care is free. But you may need to pay for some things, for example, dental treatment.

Q. *What can I do if I run out of my medicines while I am in Scotland?*

A. You should contact a family doctor in the area where you are staying, and ask to make an appointment. Staff will ask to see some documents to help them decide if you can get NHS care. You may be asked to show your EHIC card, if applicable, and your passport or equivalent document.

If the doctor decides that you can be registered as a temporary resident to receive NHS treatment, you will not need to pay for the consultation or the NHS prescription.

If the doctor decides that you are not entitled to receive free NHS treatment then charges may be applied for your consultation and for a private prescription. You may be able to reclaim the cost from your home country's health authority on your return home.

WORKERS

Q. *I have come from abroad to work in Scotland. Can I get health care from the NHS?*

A. Yes. You can get health care from the NHS if you are employed or self-employed in Scotland, or:

- work on a ship registered in the UK; or
- work offshore in UK territory; or
- have come to Scotland to work as an unpaid volunteer providing services within or similar to health or social services.

Q. *What happens when I try to register as an NHS patient with a family doctor?*

A. The practice will ask to see your visa / passport / identification card and documents that prove you are working in the United Kingdom. For example:

- a recent letter from your employer, or your work contract, or a current pay (wage) slip;
 - if you are self-employed, invoices or receipts for your work;
 - if you are an unpaid volunteer, a letter from the organisation you work for that says what type of voluntary work you do.
- If you are from the European Economic Area or Switzerland*, NHS staff may also ask to see your European Health Insurance Card (EHIC).

N.B. If you do not have the documents they ask for, NHS staff may not be able to register you as an NHS patient and may charge you for treatment.

Q. *When I am registered as an NHS patient, is all health care free?*

A. No. when you are registered as an NHS patient, the majority of your health care will be free. But you may still need to pay for some things, for example, dental treatment.

Q. *Can my family get health care from the NHS?*

A. If you are registered as an NHS patient, your husband, wife or civil partner, and any of your children who are in Scotland with you, can also get health care from the NHS. The children must be aged under 16, or under 19 and in full-time education.

***See ANNEX A**

N.B. Staff at the doctor's practice will ask you to fill in a form for your husband, wife or civil partner and for any children. You may need to show your marriage or civil partnership certificate, and birth certificates for your children. If you cannot produce these documents the practice may not be able to provide free NHS care and services for your family members.

STUDENTS

Q. *I have come from abroad to study in Scotland. Can I get health care from the NHS?*

A. Yes. If you are studying in Scotland, **on a full-time course**, you can get health care from the NHS from the day you arrive until one month after your course finishes. You may also get health care from the NHS if, for example, you are:

- a part-time student and you are also working in Scotland, or
- staying in Scotland after your course finishes to take part in the Tier 1 (Post-Study Work) scheme and have appropriate paperwork that allows you to do so, including a valid visa.

Q. *What happens when I try to register as an NHS patient with a family doctor?*

A. The practice will ask to see documents that prove you have a place on a university or college course. For example:

- your student visa (if you are from a country outside the European Economic Area (EEA or Switzerland));
- a letter from your university or college that confirms that you have a place on a course, when your course starts, and how long it lasts for;
- If you are from the European Economic Area or Switzerland (**See ANNEX A**). NHS staff may ask to see your European Health Insurance Card (EHIC).

N.B. If you do not have the documents they ask for, staff at the doctor's practice may not be able to register you as an NHS patient.

Q. *When I am registered as an NHS patient, is all health care free?*

A. No. When you are registered as an NHS patient, the majority of your health care will be free. But you may still need to pay for some things, for example, dental treatment.

Q. *Can my family get health care from the NHS?*

A. If you are registered as an NHS patient, your husband, wife or civil partner, and any of your children who are in Scotland with you, can also get health care from the NHS. The children must be aged under 16, or under 19 and in full-time education.

N.B. Staff at the GP surgery will ask you to fill in a form for your husband, wife or civil partner and for any children. You may need to show your marriage or civil partnership certificate, and birth certificates for your children. If you cannot produce

these documents the practice may not be able to provide free NHS care and services for your family members.

UK NATIONALS WORKING ABROAD

Q. *I am a UK national living abroad. Can I get health care from the NHS when I visit Scotland?*

A. If you work outside the UK you can get health care from the NHS in Scotland if you **lived in the UK legally for more than 10 years before moving abroad, and:**

- you have worked abroad for less than five years, **or**
- you have worked abroad for five years or more, and you have come back to the UK for a visit at least once every two years, **or**
- your contract of employment allows you to visit the UK at least once every two years, **or**
- your employer will pay for the cost of your return to the UK at the end of your contract.

If you work in the European Economic Area (EEA) or Switzerland*, you can also get health care from the NHS in Scotland if:

- you have a European Health Insurance Card (EHIC) issued in the country where you work, or
- The UK has special health care arrangements** with some countries outside the EEA. If you live in one of those countries, you can get some health care from the NHS.

Q. *What happens if I need health care when I visit Scotland?*

A. Everyone can get some health care from the NHS. Services that are free for everyone include:

- emergency care in a hospital in an accident and emergency department or casualty department;
- emergency care at a GP practice;
- emergency transport in an ambulance;
- sexual health services; and:
- treatment for some infectious diseases and sexually transmitted infections.

*** See ANNEX A**

**** See ANNEX B**

If you need any other health care, NHS staff at the doctor's practice, clinic or hospital will ask to see some documents to help them decide if you eligible for health care as an NHS patient. They may ask you to show your:

- passport / visa
- European Health Insurance Card
- documents showing that you lived in the UK for 10 years (for example evidence of employment in the UK, schools attended in the UK, previous UK addresses) or your employment contract.

N.B. If you do not have the documents they ask for, NHS staff may not be able to treat you as an NHS patient, and you may need to pay for any care you receive.

Q. *Is all health care free for NHS patients?*

A. No. If you're treated as an NHS patient, a lot of your health care is free. But you may need to pay for some things for example, dental treatment.

Q. *Can my family get health care from the NHS?*

A. If you can get NHS care, your husband, wife or civil partner, and any of your children who are in Scotland with you, can get health care from the NHS too. The children must be under 16, or under 19 and in full-time education.

N.B. Staff at the GP practice will ask you to fill in a form for your husband, wife or civil partner and for any children. You may need to show your marriage or civil partnership certificate, and birth certificates for your children. If you cannot produce these documents the practice may not be able to provide free NHS care and services for your family members.

UK NATIONALS WHO HAVE LIVED ABROAD AND WHO ARE NOW RETURNING TO SCOTLAND TO LIVE PERMANENTLY

Q. *I have a UK passport. I used to live abroad, but I am moving to Scotland. Can I get health care from the NHS?*

A. If you have a UK passport or right of abode documentation and you come / return Scotland to live permanently, you can get health care from the NHS immediately.

Q. *What do I need to do?*

A. You need to contact a doctor's practice as soon as possible after you arrive in Scotland, and ask them to register you as an NHS patient.

Q. *What happens when I register as an NHS patient?*

A. When you register at the doctor's practice, the staff will ask to see some documents to help them decide if you can register as an NHS patient. If you need hospital care, staff at the hospital will also ask to see those documents.

For example, they may ask you to show your passport and documents proving that you intend to stay in the UK. For example:

- the lease or mortgage for your home in Scotland; or
- council tax documents; or
- utility bill; or
- one-way travel ticket(s) or
- a bill for shipping goods to the UK, or
- a letter from your overseas healthcare provider.

N.B. If you do not have the documents they ask for, NHS staff may not be able to treat you as an NHS patient and you may need to pay for any care you receive.

Q. *Is all health care free for NHS patients?*

A. No. If you are treated as an NHS patient, a lot of your health care is free. But you may need to pay for some things, for example, dental treatment.

Q. *Can my family get health care from the NHS?*

A. If you can get NHS care, your husband, wife or civil partner, and any of your children who are in Scotland with you, can get health care from the NHS too. The children must be aged under 16, or under 19 and in full-time education.

N.B. Staff at the doctor's surgery will ask you to fill in a form for your husband, wife or civil partner and for any children. You may need to show your marriage or civil partnership certificate, and birth certificates for your children. If you cannot produce these documents the practice may not be able to provide free NHS care and services for your family members.

UK STATE PENSIONERS LIVING ABROAD

Q. *I receive a UK state pension and I live abroad. Can I get health care from the NHS when I visit Scotland?*

- A.** You can get health care from the NHS when you visit Scotland if: you spend:
- **at least six months** of the year in the UK and the rest of the time in the European Economic Area (EEA) or Switzerland*, or
 - **at least nine months** of the year in the UK and the rest of the time in another country outside the EEA or Switzerland.

Q. *I receive a UK state pension but I live abroad all or most of the time. Will I be able to get health care from the NHS when I visit Scotland?*

- A.** If you need treatment for an illness or condition that develops while you are visiting Scotland, you will be able to get this from the NHS if:
- you lived in the UK for more than 10 years before moving abroad, or
 - you worked for more than 10 years as a Crown servant before moving abroad (for example, you were an employee of HM Forces, a civil servant, or a diplomat), or
 - you have a European Health Insurance Card (EHIC).
- If you have an EHIC, you will also be able to get NHS treatment while in Scotland for a condition or illness that you had before coming to Scotland.
- If you do not have an EHIC, you may be able to get treatment for an illness or condition that you had before you came to Scotland, if it gets worse after you arrive. But it's up to the doctor providing treatment to decide whether to treat you as an NHS patient.
- The UK has special health care arrangements** with some countries outside the EEA. If you live in one of those countries, you can get some health care from the NHS.

Q. *What happens when I try to register as an NHS patient with a family doctor (the patient can only be registered as a temporary resident in this category)*

- A.** If you need other treatment, staff at the doctor's practice or hospital will ask to see some documents to help them decide if you are allowed to get health care as an NHS patient. For example, they may ask you to show:
- your UK pension book; or
 - a letter from the Department for Work and Pensions saying that you receive a UK state pension, or
 - your EHIC card (if you have one).

***See ANNEX A**

**** See ANNEX B**

N.B. If you do not have these documents, you may need to pay for any treatment you receive.

Q. *Can my family get health care from the NHS?*

A. If you can get NHS care, your husband, wife or civil partner, and any of your children who are in Scotland with you, can get health care from the NHS too. The children must be aged under 16, or under 19 and in full-time education. If you cannot produce these documents the practice may not be able to provide free NHS care and services for your family members.

Q. *I receive a war pension. Do the same rules apply to me?*

A. If you receive a UK War Disablement Pension, or a War Widow's or Widower's Pension, you can get health care from the NHS whenever you visit Scotland. If you need treatment from the NHS while you are in Scotland, you will need to prove that you receive a war pension. For example, staff at the GP surgery or hospital will ask you to show:

- your war pension book, or
- a letter from the Ministry of Defence or Department for Work and Pensions saying you receive a UK war pension.

N.B. If you do not have these documents, you may need to pay for any NHS treatment you receive.

ASYLUM SEEKERS

Q. *I am seeking asylum in the UK. Can I get health care from the NHS in Scotland?*

A. Yes. You can get health care from the NHS if you have made a formal application for asylum or if you have been refused asylum and you are appealing against the decision.

Q. *I have been refused asylum. Can I still get health care from the NHS in Scotland?*

A. If you have been refused asylum, and any appeals against that decision have been exhausted, you can still get health care from the NHS while you remain in Scotland. And any course of treatment that was started while you were seeking asylum should be completed or continued until you leave the country.

Q. *What happens when I register as an NHS patient with a family doctor?*

A. the doctor's practice will ask to see some documents to help them decide if you can register as an NHS patient including.

- your asylum application registration card (ARC); or
- documents from the UK Border Agency saying that you have applied for asylum.

If you are a refugee, the practice may ask you to show:

- your passport; or
- your travel document; or
- a letter from the Home Office / UK Border Agency that says you are allowed to stay in the United Kingdom.

N.B. If you do not have the documents they ask for, staff at the GP practice may not be able to register you as an NHS patient.

Q. *When I am registered as an NHS patient, is all health care free?*

A. No. When you are registered as an NHS patient, the majority of your health care will be free. But you may still need to pay for some things, for example, dental treatment. .

Q. *Can my family get health care from the NHS?*

A. If you are registered as an NHS patient, your husband, wife or civil partner, and any of your children who are in Scotland with you, can also get health care from the NHS. The children must be aged under 16, or under 19 and in full-time education.

N.B. Staff at the GP surgery will ask you to fill in a form for your husband, wife or civil partner and for any children. You may need to show your marriage or civil partnership certificate, and birth certificates for your children. If you cannot produce these documents the practice may not be able to provide free NHS care and services for your family members.

ANNEX A

EUROPEAN ECONOMIC AREA (EEA) COUNTRIES

Austria	Latvia
Belgium	Liechtenstein
Bulgaria*	Lithuania
Cyprus	Luxembourg
Czech Republic	Malta
Denmark	The Netherlands
Estonia	Norway
Finland	Poland
France	Portugal
Germany	Romania*
Greece	Slovakia
Hungary	Slovenia
Iceland	Spain
Republic of Ireland	Sweden
Italy	UK

1. **Bulgaria and Romania*** joined the EEA in 2007. Nationals from these countries, who are not presenting as self-employed, should be registered under the Worker Registration Scheme if they are working for more than one month and have a work permit or Accession Worker Card as evidence of this. They should then be registered in the same way as other EEA national.
2. **Switzerland** is not an EEA member, but has a treaty with the EEA. Its nationals are therefore treated on the same basis as EEA nationals with regard to state healthcare.
3. **EEA & Swiss Nationals** as listed above are entitled to any necessary NHS treatment while visiting the UK on the same basis as persons ordinarily resident in Scotland, upon production of an European Health Insurance Card. This includes pre-existing conditions, so long as the patient's visit to the UK is not expressly for the purpose of receiving treatment.
4. For oxygen therapy or renal treatment, arrangements must be made prior to travel to confirm available capacity.

ANNEX B

NON-EUROPEAN ECONOMIC AREA (EEA) RECIPROCAL HEALTH AGREEMENTS

1. The UK has reciprocal healthcare agreements with some non-EEA countries, as listed below. Residents of these countries are **only entitled to treatment the need for which arises during the visit** on production of necessary travel documentation.

List 1

2. Reciprocal health agreements only cover nationals of the countries listed:

.
Armenia
Azerbaijan
Belarus
Bosnia
Croatia.
Georgia
Kazakhstan
Kirgizstan
Macedonia
Moldova
Montenegro
New Zealand
Russian Federation
Serbia
Tajikistan
Turkmenistan
Ukraine
Uzbekistan

List 2

Reciprocal health agreements cover residents of the countries listed, irrespective of their nationality.

Anguilla
Australia
Barbados
British Virgin Islands
Falkland Islands
Isle of Man
Jersey
Montserrat
St Helena
Turks and Caicos Islands