

Information for Overseas Visitors

We understand that your visit to our hospital could be very stressful for you and we would like to make it as easy as possible when it comes to some of the paperwork that needs to be completed so that we can make sure all your details are properly recorded.

The NHS is not free to everyone, and overseas visitors must be charged for specified services, including NHS services, so we will be asking you to provide us with information, and certain documents, to support your claim for free treatment.

Department of Health charging regulations place a legal obligation on the Trust to recover the costs of NHS services where an individual is not entitled to free treatment.

It is estimated that, as a whole, the NHS can recover some £500 million a year from Overseas Visitors treated by the NHS. This money is invested back into NHS Services



The prevention of infection is a major priority in all healthcare and everyone has a part to play.

- Please decontaminate your hands frequently for 20 seconds using soap and water or alcohol gel if available
- If you have symptoms of diarrhoea and/or vomiting, cough or other respiratory symptoms, a temperature or any loss of taste or smell please do not visit the hospital or any other care facility and seek advice from 111
- Keep the environment clean and tidy
- Let's work together to keep infections out of our hospitals and care homes.

Hospital treatment is free to people classed as ordinarily resident in the UK which means that 'you must be living lawfully, and voluntarily, in the UK for settled purposes as part of the regular order of your life, for the time being'. This is not dependent on nationality, payment of UK taxes, National Insurance contributions, being registered with a GP, having an NHS Number, or owning property in the UK.

If you are a visitor from inside the European Economic Area (EEA) we would ask that you bring your European Health Insurance Card (EHIC), or proof of travel insurance, along with proof of your nationality with you.

Hopefully you will have obtained a EHIC before you left your country of residence. If you haven't we can help you apply for one as this will help us ensure that you receive the appropriate level of free care.

To find out how to apply for a card from your country of residence please go to www.ehic.europa.eu

If you are from outside the EEA and are on holiday, or working, in the UK then we will ask you to provide us proof of your nationality, usually this will be your passport including the visa, and Biometric Residents Permit (if appropriate) as well as details of your travel insurance policy.

If you have been living or working in the UK for over 6 months, or have been granted 'Leave to Remain', then it is possible that you will be classed as an 'Ordinary Resident' but we will need you to provide us with documents to prove your identity, where you live and work, and when you entered the UK. We may also ask you to provide an EHIC card issued by your country of origin (if appropriate).

The documents that you could use are:

For Identity—Your passport and visa, National ID card, a photo Driving Licence or a UK Biometric Residence Permit (BRP).

For Proof of where you currently live— A water, gas, electricity or phone bill, a tenancy agreement (if you rent), a Council Tax Bill or a bank or building society statement. Please make sure that these documents are less than 3 months old.

To prove the minimum 6 month stay in the UK we will also require proof of how long you have been here, and the documents that could be used to do this are a pay slip or P60, a dated letter or statement from HMRC or DWP, or a tenancy agreement (if you rent).

Students

If you are a student you will require an EHIC card (EEA students only), a copy of your passport and visa, Biometric Residents Permit (BRP), or proof of travel insurance to cover your whole stay in the UK. We will also require a letter from the UK school, college or university you are studying at confirming that you are on a course there, and whether it is a full or part-time course, how long it is for and also confirmation of your attendance rate.

Should you be unable to provide the information we require you may be liable to pay any appropriate charges.

Chargeable Patients

If we are unable to ascertain your entitlement to free NHS treatment, or find that you are a chargeable patient, we will ask for full payment towards your treatment costs. Any overpayment will be refunded once the final invoice has been issued.

We are able to provide you with an estimation of all potential costs but this will depend on your diagnosis and your treatment pathway. We will issue a final invoice as soon as possible after your discharge.

We would ask that you settle your invoice as soon as possible after receiving it.

If you are at all worried about charging after your visit to us, or have any questions about this please do not hesitate to contact our Finance team

Overseas Visitors Team

Location A11

New Cross Hospital

Wolverhampton Road

Wolverhampton

WV10 0QP

Tel: 01902 695546 or 695541

The National Health Service Act 2006 and the National Health Service (Charges to Overseas Visitors) Regulations 2015 set which visitors are required to pay for NHS treatment. Any invoices not paid within 2 months of the issued date will be referred to a debt collection agency for recovery, and may be reported to the Home Office and could affect future applications to enter or remain in the UK.

If you have a compliment or complaint about any element of the service you have received during your time with us, or just want to provide some feedback on our service, then please write to:

Directorate Manager

Patient Services

A11

General Office

New Cross Hospital

Wolverhampton Road

Wolverhampton

WV10 0QP.

Email: w.evans1@nhs.net or lisa.workman@nhs.net



English

If you need information in another way like easy read or a different language please let us know.

If you need an interpreter or assistance please let us know.

Lithuanian

Jeigu norėtumėte, kad informacija jums būtų pateikta kitu būdu, pavyzdžiui, supaprastinta forma ar kita kalba, prašome mums apie tai pranešti.

Jeigu jums reikia vertėjo ar kitos pagalbos, prašome mums apie tai pranešti.

Polish

Jeżeli chcieliby Państwo otrzymać te informacje w innej postaci, na przykład w wersji łatwej do czytania lub w innym języku, prosimy powiedzieć nam o tym.

Prosimy poinformować nas również, jeżeli potrzebowaliby Państwo usługi tłumaczenia ustnego lub innej pomocy.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ, ਜਿਵੇਂ ਪੜ੍ਹਨ ਵਿਚ ਆਸਾਨ ਰੂਪ ਜਾਂ ਕਿਸੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਿਚ, ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

ਜੇ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਏ ਦੀ ਜਾਂ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

Romanian

Dacă aveți nevoie de informații în alt format, ca de exemplu caractere ușor de citit sau altă limbă, vă rugăm să ne informați.

Dacă aveți nevoie de un interpret sau de asistență, vă rugăm să ne informați.

Traditional Chinese

如果您需要以其他方式了解信息，如易读或其他语种，请告诉我们。

如果您需要口译人员或帮助，请告诉我们。