

Overseas Visitor Policy - Frequently asked Question and Answers

As a member of staff what should I be asking the patient:-

The baseline questions should be asked-

‘How long have you lived in the UK’?

What if a patient is from the European Union or Switzerland (EEA and Swiss nationals)?



eg - EHIC card

In order for the UK to make a claim to the relevant member state for treating their residents, it is imperative that the data from the EHIC is recorded and reported to the Overseas health care team and processed via the DWP portal – information regarding the details of the card (inc EHIC Number) and country of origin should be keyed in to the PAS system – (free text comment field that is available in the address screen.)

If a patient has an NHS number does this mean the patient is exempt?

Having an NHS number and British passport does not exempt someone from charges

What if a patient cannot speak English?

Where the patient does not speak or understand English then the patient's spoken language must be established. The use of the **Trust translator service** must be invoked to support the patient's ability to understand and answer the questions appropriately. The use of a family member or staff to translate information to and from the patient is not appropriate.

What countries participate in the EHIC (European Health Insurance Card) programme?

As of 2013, 32 countries in Europe participate: the member states of the European Economic Area (EEA) plus Switzerland. This coincides with the 28 member states of the European Union (EU) and 4 member states of the European Free Trade Association (EFTA).

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| •  Austria | •  Greece | •  Norway |
| •  Belgium | •  Hungary | •  Poland |
| •  Bulgaria | •  Iceland | •  Portugal |
| •  Croatia | •  Ireland | •  Romania |
| •  Cyprus | •  Italy | •  Slovakia |
| •  Czech Republic | •  Latvia | •  Slovenia |
| •  Denmark | •  Liechtenstein | •  Spain |
| •  Estonia | •  Lithuania | •  Sweden |
| •  Finland | •  Luxembourg | •  Switzerland |
| •  France | •  Malta | •  United Kingdom |
| •  Germany | •  Netherlands | |

The Channel Islands and Isle of Man do not supply coverage under the EHIC, and their residents are not eligible for EHICs.

If I suspect a patient is an overseas visitor who should I contact ?

The Overseas Team/Designated Officer can be contacted on 01942 264800 (EXT 4800) Outside office hours a message should be left to include the patient's hospital number or alternatively email overseasvisitorsenquiries@wvl.nhs.uk. A member of the team will duly respond. This number and email is available 24 hours 7 days a week.

What conditions are exempt from any charges ?

There are conditions which are exempt i.e. Accident and Emergency as these are seen as immediate and necessary care, but the residency status still needs to be obtained i.e. baseline question at the point of admission.

Certain diseases where treatment is necessary to protect the wider **public health**. This exemption from charge will apply to the diagnosis even if the outcome is a negative result. It will also apply to the treatment necessary for the suspected disease up to the point that it is negatively diagnosed. It does not apply to any secondary illness that may be present even if treatment is necessary in order to successfully treat the exempted disease.

The exempt diseases are:

Acute encephalitis
Acute poliomyelitis
Anthrax

Botulism
Brucellosis
Cholera
Diphtheria
Enteric fever (typhoid and paratyphoid fever)
Food poisoning
Haemolytic uraemic syndrome (HUS)
Infectious bloody diarrhoea
Invasive group A streptococcal disease and scarlet fever
Invasive meningococcal disease (meningococcal meningitis, meningococcal septicaemia and other forms of invasive disease)
Legionnaires' Disease
Leprosy
Leptospirosis
Malaria
Measles
Mumps
Pandemic influenza (defined as "phase 6" in the World Health Organisation's (WHO) influenza pandemic phases, or influenza that might become pandemic – defined as "phase 4" or "phase 5")
Plague
Rabies
Rubella
Severe Acute Respiratory Syndrome (SARS)
Smallpox
Tetanus
Tuberculosis
Typhus
Viral haemorrhagic fever
Viral hepatitis
Whooping cough
Yellow fever

HIV/AIDS – prior to 1 October 2012, only the diagnostic HIV test and associated counselling was free to all overseas visitors but subsequently HIV treatment itself is also a free of charge service.

Treatment given to people detained, or liable to be detained, or subject to a community treatment order under the provisions of the **Mental Health Act 1983** or other legislation authorising detention in a hospital because of mental disorder;

Treatment (other than that described in (e), above) which is imposed by, or included in, an **order of the Court**;

Services provided other than in a hospital or by a person who is employed to work for, or on behalf of, a hospital². This means that services provided in the **community** will be chargeable only where the staff providing them are employed by or on behalf of an NHS

Overseas Visitor - Baseline Question (BLQ)

