



HELPING  
OUR HOSPITALS  
DO MORE



Imperial College Healthcare  
NHS Trust

## Overseas visitors team

# Charges for overseas visitors in our hospitals

## Information for patients, relatives and carers

### Introduction

You may have to pay for NHS treatment if you are not a UK resident. This is UK law.

Everyone can get free emergency care in our Accident and Emergency departments.

You may have to pay for treatment you have in other departments. But there might be a reason that means you do not have to pay. This is an exemption.

We will ask you some questions to help us understand if you have to pay. We may ask to see some documents.

### Urgent or immediate treatment

We never refuse to give treatment that you need immediately or is very serious. This includes all maternity care. It also includes emergency dialysis and heart treatment. But you may still have to pay for this treatment later.

### Planned treatment (non-urgent)

If your treatment is planned and not urgent, you may need to pay before it happens. This is unless you have an exemption or insurance for non-urgent care.

### Exemptions

You may be exempt from charges. This applies if you have an EHIC. Or, if you are visiting from a country with a UK healthcare agreement. It could also apply to you if you are being treated for certain diseases. Or, if you belong to a protected group. You can get advice about if this applies to you from our overseas visitor team.

Can I have  
free NHS  
hospital  
care?



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## European Health Insurance Card (EHIC)

If you have a valid EHIC issued by your home country, please show it when you arrive at the hospital. If you do not have your EHIC, ask for a Provisional Replacement Certificate (PRC) from your home country. The PRC will cover the cost of your treatment. For more information see: [www.ehic.europa.eu](http://www.ehic.europa.eu)

## How to prove you qualify for free hospital treatment?

You need to show us ID and proof of address. This will help us check if you qualify for free healthcare. See below for types of documents you could bring:

- passport (and visa if you have one)
- residence permit
- UK photocard driving licence
- national identity photocard
- utility or Council Tax bill
- tenancy agreement or mortgage statement
- bank or building society statement

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

If you are an overseas student in the UK, you will also need a letter confirming this from your place of study.

## If you need to pay for treatment

We will try to provide you with an idea of the cost in advance. But if you are receiving emergency care, we may not be able to do this until after your treatment is over. We will work out the final cost on discharge when we know all the treatments you have had.

You can pay for your treatment by cash, credit, or debit card. You can also pay by bank transfer or online.

If you have questions or worries about payment, please contact our payment team at: [imperial.creditcontrol@nhs.net](mailto:imperial.creditcontrol@nhs.net). You can also call 0203 312 7158 or 07919 228034.

**According to UK law, we must report debts that are not paid within two months of the issue date. We must report them to the Department of Health and Social Care.**

The Home Office may use non-payment to make immigration decisions.

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## Any other questions?

If you have questions or concerns, please contact our overseas visitors team.

Email: [imperial.overseas.office@nhs.net](mailto:imperial.overseas.office@nhs.net)

Hospital contact numbers

St Mary's	Western Eye	Charing Cross	Hammersmith   QCCH
020 3312 2173	020 3312 6692	020 3311 7715	020 3313 1623
07876 423521	07557 587757	07500 559103	07443 265959

## 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 3312 7777** (10.00 – 16.00, Monday to Friday). You can also email PALS at [imperial.pals@nhs.net](mailto: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](mailto: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.communications@nhs.net](mailto:imperial.communications@nhs.net)

## Wi-fi

Wi-fi is available at our Trust. For more information visit our website: [www.imperial.nhs.uk](http://www.imperial.nhs.uk)