

## Treatment for overseas patients in our acute trust

**As you know, we provide free healthcare to everyone seen in our emergency department, and for maternity services. However, for patients not ordinarily resident in the UK, there is a charge for all other treatment.**

As a trust, we have a statutory obligation to identify those patients who should pay for NHS treatment.

We have a number of ways in which we identify patients who may need to pay and we will ask those patients for proof of identity – for example those who have recently moved to the UK, or patients with newer NHS numbers.

Sometimes, this checking process can be unsettling for a patient, particularly for those who are new to the UK.

While recognising that it's the responsibility of the trust to identify patients who may need to pay, we would be grateful if you could support us by explaining to patients why we may ask them for more information:

### **Prepare patients for further checks**

Please let your patient know that they are likely to be asked for proof of identity if they:

- are a new registration at your practice
- do not have an NHS number
- have an overseas address
- have an NHS number of 650 or above and are over the age of twenty

### **Direct patients to our website - [www.enherts-tr.nhs.uk/patient-visitors/overseas](http://www.enherts-tr.nhs.uk/patient-visitors/overseas)**

Our website has more information about why we are required by law to ask for proof of identity before treatment, and contact details for patients to ask questions and share any concerns with our overseas team.

### **Tell us in your referrals if you know that a patient should pay**

If you know that your patient may need to pay for their treatment, please indicate this in your referral so that our overseas team can support them as early as possible.

For further information/support please contact the overseas team on: 01438 288469 or email the team: [nhsentitlement.enh-tr@nhs.net](mailto:nhsentitlement.enh-tr@nhs.net)