

About the Emergency Department

Guernsey's Emergency Department (ED) provides emergency primary healthcare to Guernsey, Alderney, Sark and Herm. The ED is a small, busy department based within the Princess Elizabeth Hospital, treating 17,500 patients per annum.

The department is a 24 hour service, which operates 365 days a year.

The ED is a combined adult and children's unit staffed by qualified Emergency Care Consultants and Associate Specialists together with a team of ED nurses that will care for you in a professional and compassionate way to deliver the best and most appropriate service possible.

The department cares for all emergency patients who are experiencing everything from minor illnesses to those with complex medical needs.

How to pay for my treatment?

Guernsey's ED services are designated as primary healthcare, therefore if you are resident in Guernsey, you will be required to pay for these services.

You can pay on the day or we will send you an invoice for your treatment costs to your home address. All methods for payment are outlined on the rear of the invoice you will receive.

If you are a visitor to Guernsey there are facilities to pay your fees at the ED reception at the time of your attendance.

Attending the Emergency Department

You can self-present to the ED at any time for emergency treatment.

999 calls where the Ambulance conveys patients to the ED directly for emergency treatment.

Your GP may refer you to the ED if they feel you need specific emergency care and will telephone the Department prior to your arrival. The Consultants/Associate Specialists within the ED will assess you upon arrival and treat you if they deem it is appropriate to do so.

For further information visit www.gov.gg/ED

What if I have a question or query about the cost of my treatment?

Please contact the Income Team who will be happy to assist with your enquiry.

Email: EDInvoices@gov.gg

Telephone: +44 (0)1481 725241 Ext 4944

Use of your Personal Data

H&SC is required by law to comply with the Data Protection (Bailiwick of Guernsey) Law 2001. The purpose of data protection legislation is to ensure that personal data is not processed without the knowledge and, except in certain cases, the consent of the data subject, to ensure that personal data that is processed is accurate, and to enforce a set of standards for the processing of such information. In order to provide your care, treatment and create accurate invoices, the ED collects and uses data relating to each patient.

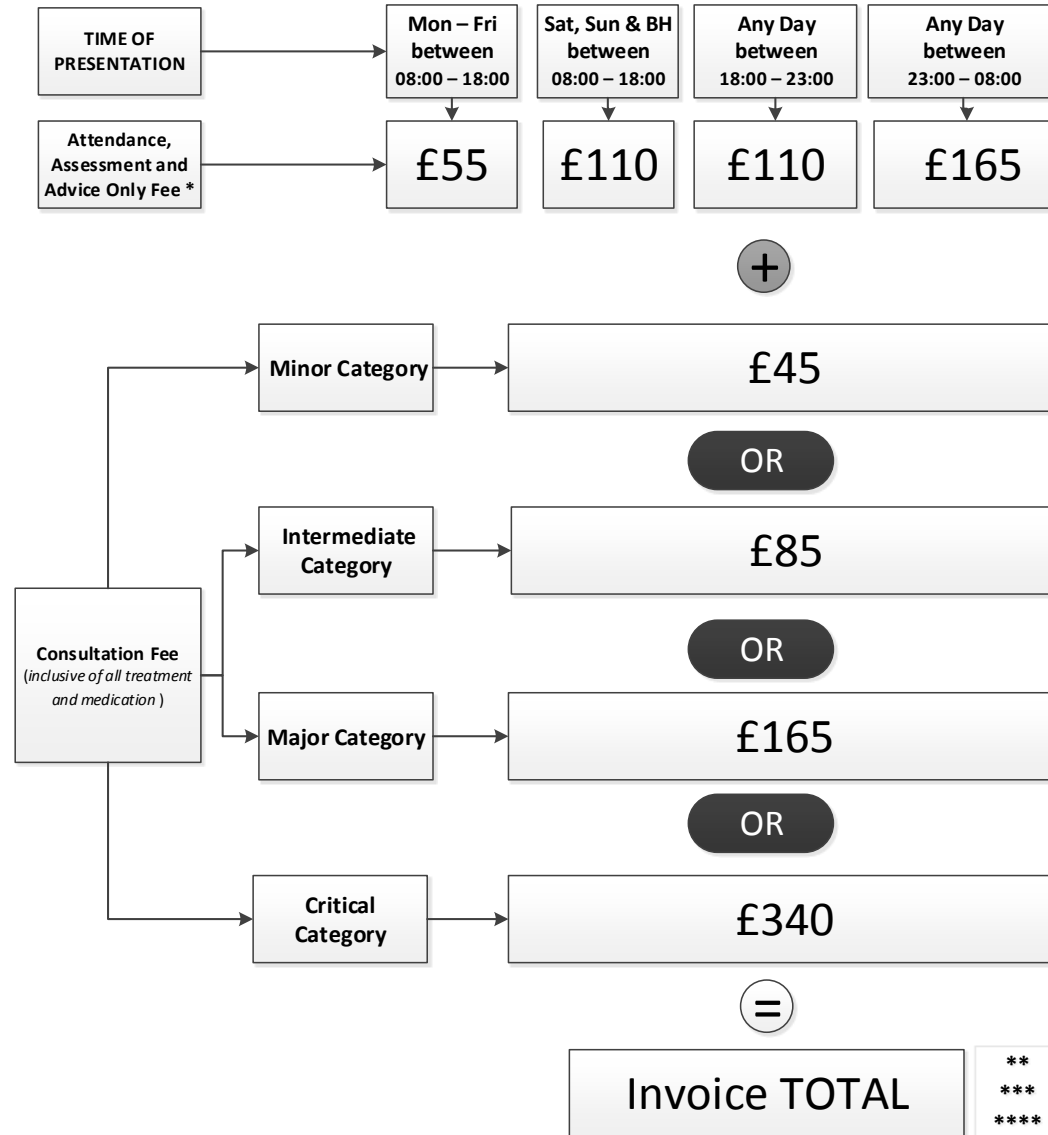
Princess Elizabeth Hospital Delivering Primary Healthcare within our Emergency Department



 **01481 725241**

 www.gov.gg/ED

Emergency Department Charges



What do the charges include?

The Attendance, Assessment and Advice Fee covers your initial assessment on arrival to ED. If you only require advice and/or simple oral pain relief, then the Attendance, Assessment and Advice Fee will be the only charge you receive.

The Consultation Fees are split across four different categories (Minor, Intermediate, Major & Critical). These categories relate to increasing complexity and levels of care you may need to receive. Your required category of care will be determined by the ED team.

Any ED treatment charges are provided as a primary care service and include the provision of all professional staff, facilities, investigations, treatment, medication and intravenous infusions that your care provision may require.

Any specialist equipment such as crutches, air boots or limb splints will be added to the invoice (where necessary).

Full details of the common conditions within each consultation category are available on request at ED reception or can be found at: <https://gov.gg/EDCHARGES>

*Charges net of £12 grant payable by The Committee for Employment & Social Security

** Any Equipment issued (such as crutches, air boots or limb splints) will be an additional charge detailed on your invoice.

*** Visitors from areas not covered by a reciprocal health agreement with Guernsey will be subject to a 50% surcharge and be additional to any diagnostic charges incurred.

****Hyperbaric Chamber charges will be Attendance charge + Critical Category + hourly charge for the DCI treatment within the chamber