

About the Emergency Department

Guernsey's Emergency Department (ED) provides emergency healthcare to Guernsey, Alderney, Sark and Herm. The ED is a small, busy department based within the Princess Elizabeth Hospital, treating 18,500 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/injuries to those with complex medical needs.

Attending the Emergency Department

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

999/112 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

How to pay for my treatment?

Guernsey's ED services are designated by Law as primary healthcare, therefore if you are resident in Guernsey or a visitor to the island, you will be required to pay for these services.

All episodes of care should be paid for at the time of attendance. Please attend Reception following after you have been discharged where we are able to take card payments (excluding AMEX). Unfortunately Cheque and Cash payments are not accepted.

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.



States of Guernsey
Hospital Services

Princess Elizabeth Hospital

Emergency Department



 **01481 725241**

 **www.gov.gg/ED**



Emergency Department Charges

For more info visit www.gov.gg/EDCHARGES

	Time of Presentation	Start Price <small>Attendance, Assessment & Advice Only Fee*</small>	Add One of These For Consultation Fee	
	8am-6pm <i>Monday to Friday</i>	£55	Minor	£45
	8am-6pm <i>Saturday, Sunday & Bank Holidays</i>	£110	Intermediate	£85
	6pm-11pm <i>Any Day</i>	£110	Major	£165
	11pm-8am <i>Any Day</i>	£165	Critical	£340

(Inclusive of all treatment and medication)

	You can pay for your ED treatment at the time by visiting our Reception team after you have been discharged from ED	We accept card payments and cheques but regret we cannot take cash	You will receive an itemised receipt when paying at Reception which can be used to claim from your medical insurance	If you are a visitor to Guernsey please pay on discharge from the Emergency Department	Invoices for non-payment at the time of treatment will be issued and are strictly 30 days from the date of invoice
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* 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 charged to your invoice

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

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>