



Media Release

embargo until time/date

Date: 31 March 2020

No charge for COVID-19 symptomatic patients attending the Emergency Department

The changes introduced last week at the Emergency Department (ED) of the PEH to allow a 'Streaming Nurse' to assess patients into dedicated treatment areas (depending on COVID-19 symptoms) is now fully live. The public are thanked for their understanding and support of the new systems that have been introduced which are designed to support visitors, staff and partners.

In terms of those patients who present at ED and require treatment in respect of COVID-19 symptoms using the dedicated treatment area, the Committee *for* Health and Social Care will not be charging an Attendance or Treatment fee for such patients.

Patients who claim to have COVID-19 symptoms as a route to receiving other care will be charged the relevant attendance and treatment fees. HSC are asking people to be honest about their symptoms in order that resources can be allocated efficiently and patient and staff safety is maintained.

It is important to remind people that previous advice still stands. If you are very unwell and need to attend the Emergency Department and are showing signs of COVID-19 they **MUST** call ahead so the ED team are ready and waiting to receive and deliver care for that patient.

Deputy Heidi Soulsby said:

'The Committee is aware that the cost of seeking treatment at the Emergency Department can sometimes be a barrier for people to attend. It would be wrong for people not to seek the necessary medical attention at a time when we are working hard to contain the spread of COVID-19 on the Island and so for those patients who specifically require COVID-19 assessment and treatment, there will be no charges levied at ED.'

Ends

Notes to Media

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