

Hospital Travelling Expenses

Royal Hospital for Children and Young People, Edinburgh, NHS Lothian

Travelling Expenses

It is very stressful when your child needs to be admitted to hospital or has regular appointments at an outpatient clinic. Normal family life is disrupted and if you have other children there are worries about their care whilst you are visiting the hospital. In addition to this, there is the financial cost of travelling to and from hospital. Even if you live in Edinburgh itself the fares and petrol costs can mount up.

You may be eligible to claim travelling expenses when escorting your child to an appointment if you are in receipt of any of the following benefits:

Universal Credit

Income Support: letter dated within 3 months

ESA (Income Related): letter dated within 28 days

NHS Tax Credit Exemption Card: Up to date

Job Seeker's Allowance (Income Based): letter dated within 3 months.

Working Tax Credit: (white exemption card)

Pension Credit (Guarantee Credit): on benefit for life

HC2 or HC3: must be produced

Evidence of benefit is required for same day payment either in the form of an up-to-date award notice or an exemption certificate.

If you do not have proof with you on the day of your child's Appointment the cashier can give you a HC5 refund form. This form can be used to claim your fares back when you return home. Please include any bus fare or rail tickets.

If you are on low income and think that you may be eligible to claim travelling expenses then pick up an HC1 form from the cashier.

Please note you cannot claim travel expenses for visiting your child.

Admission/discharge/appointments

Ask the ward or outpatients staff for a Patient Travelling Expenses (Certificate of Attendance) form.

Take this, with your up-to date award letter or exemption certificate, plus any bus or rail tickets, to the Cashiers office. If you have travelled by car you will receive a set allowance for each mile travelled. The Cashier will work out the mileage for you.

Highland Health Board (HHB) claims

Patients who travel from Highland Health Board (HHB) areas, who are referred by a doctor or dentist to attend hospital by appointment, are entitled to necessary travelling expenses in excess of the amount laid down by HHB.

The claim should be made directly to HHB unless you are in receipt of **any** of the qualifying benefits (see previous page).

Visiting your child

Expenses cannot be made via the Cash Office for visiting your child. If your child is admitted to hospital you may be able to claim your visiting fares. The Community Care Grant no longer available. You should contact your local council to ask about Scottish Welfare fund.

The Cashiers office

The Cashiers office can be found in the Royal Infirmary of Edinburgh in the mall area (ground floor opposite the Simpsons Corridor).

Monday to Thursday, 8.30am-1.00pm & 1.30pm-4.30pm
Friday, 08.30am-1.00pm & 1.30pm-4.00pm.

Please note that the office hours may change at short notice

If the office is closed you can post in your claim form. This must be fully completed by the department. You must also include proof of entitlement, either the original which we would return or a photocopy, and train / bus tickets if applicable.

Each ward has an allocated social worker who may be able to access a small fund to help working families, or those on other benefits, with their travelling costs.

Communities & Families Social Work





If you are experiencing financial hardship and would like to discuss this with a social worker, you or your ward staff can contact the Social Work Team on **0131 312 0158** to arrange an appointment, or you can call in to the Social Work Office on the ground floor and ask for the duty social worker during the following hours;

Monday to Thursday	1.00pm - 5.00pm
Friday	1.00pm - 3.50pm

KINDRED

Can help with an application to the Family Fund. Ask your ward staff to contact KINDRED on **0131 312 0360**.

Helpful telephone Numbers

 : RHCYP	0131 536 1000
 : Cashiers Office	0131 242 2230 / 0131 242 2232 / 0131 242 2231
 : Social Work Department:	0131 312 0158
 : Kindred	0131 312 0360

Royal Hospital for Children and Young People
50 Little France Crescent
Edinburgh EH16 4TJ
Tel: **0131 536 1000**