

Travel Costs

If you receive Income Support, Employment and Support Allowance (income related), Job Seeker's Allowance (income based), Pension Credit Guarantee Credit or hold a valid NHS Exemption Certificate you may be entitled to help with hospital travel costs. If you are named on an HC2 or HC3 certificate or complete an HC5 form, you may also be entitled to help with travel costs. You must bring details of your benefits and appointment card when you attend the hospital. **Please keep any tickets and receipts as proof of your travel costs.** Please note that reimbursement will only be at the cheapest public transport rate.

Reimbursement and queries are dealt with by:

- Aberdeen Royal Infirmary - General Office, Administration Department
- Woodend Hospital - General Office
- Woolmanhill Hospital - Main Office, Medical Block, Mount Stephen Pavilion
- Royal Aberdeen Children's Hospital - General Office (ground floor near WRVS shop, open from 8.30am-1pm, Monday to Friday)

Those receiving the above named benefits, travelling with children under 16 are entitled to claim expenses for one escort. If on medical grounds, your child needs two escorts you will receive reimbursement for both.

If you are not receiving these benefits and require help to pay your travelling expenses, a form HC1 can be obtained from the General Office. You should return the completed form in the pre-paid envelope provided.

Travel Costs – Highland and Islands

The arrangements above do not apply to patients who live in the former counties of Shetland, Orkney, Caithness, Sutherland, Ross & Cromarty, Inverness, Argyll, Arran, Bute, Cromdale or Nairn.

Such patients from the Highlands and Islands catchment area who have to travel more than 30 miles (or more than 5 miles by water) to hospital can claim repayment of travel expenses without test of means less the first £10.00 (for each return journey). Those who receive Income Support, Employment and Support Allowance (income related), Job Seeker's Allowance (income based), Pension Credit Guarantee Credit or hold a valid NHS Exemption Certificate, or who are named on an HC2 or HC3 certificate or who complete an HC5 form will not have to pay the first £10.00 of any expenses claimed as long as proof of entitlement can be given.

The expenses of an escort may also be paid if medical staff consider that an escort is medically necessary. Expenses will be paid on the basis of travel by public transport, although in special cases a private hire may be essential,

and an assessment will be made as to which level of reimbursement will be paid which may be a petrol allowance. If you use your own car a mileage allowance may be payable. Claims can be made at the hospital General Office. **Please keep any tickets and receipts as proof of your travel costs.**

The hospital General Office will be happy to assist with any enquiries made by telephone.

- Aberdeen Royal Infirmary: (01224) 552237 or 554150
- Woodend Hospital: (01224) 556312
- Woolmanhill Hospital: (01224) 555433
- Royal Aberdeen Children's Hospital: (01224) 552679

Patients from Shetland

Please contact the Patient Travel Officer at NHS Shetland as soon as possible so that your travel arrangements can be organised in good time.

Write to:

Patient Travel Office
Gilbert Bain Hospital
Lerwick
ZE1 0TB
Telephone: (01595) 743305

Patients from Orkney

The tickets are issued under the Highlands & Islands travel scheme and are booked through your GP. Please ask your GP for a travel pack which will contain all the information you will need.