

English	Chinese /中文
<p>Health care for asylum seekers and refugees in Scotland</p>	<p>为在苏格兰寻求避难者和难民提供的医疗保健服务</p>
<p>In Scotland, most health care is provided by the National Health Service (NHS). Everyone who lives legally in Scotland has a right to some NHS care, no matter what nationality they are. If you are an asylum seeker or a refugee living in Scotland, this factsheet tells you how you can get health care from the NHS while you are here.</p>	<p>在苏格兰，绝大多数的医疗保健服务都是由 National Health Service (NHS) (国家医疗保健服务部门)提供的。每一个合法居住在苏格兰的人，无论持有哪国国籍，都有得到某些 NHS 医疗保健服务的权利。</p> <p>如果您是一名居住在苏格兰的寻求避难者或难民，本手册会告诉您在您居住在苏格兰这段期间内如何能够获得 NHS 的服务。</p>
<p>I am seeking asylum. Can I get health care from the NHS in Scotland?</p> <ul style="list-style-type: none"> • You can get health care from the NHS if: <ul style="list-style-type: none"> ○ your application for asylum is being considered, or ○ you have been refused asylum and you are appealing against the decision. 	<p>我正在寻求避难，我能获得苏格兰 NHS 的医疗保健服务吗？</p> <ul style="list-style-type: none"> • 在下列情况下，您可以获得 NHS 的服务： <ul style="list-style-type: none"> ○ 您的避难申请仍在接受审核阶段，或 ○ 您的避难申请遭到拒绝，但您正在上诉。

I have been granted asylum. Can I get health care from the NHS?

- You will continue to get health care from the NHS if you have been:
 - given the right to stay in the UK as a refugee
 - granted humanitarian protection, or
 - granted discretionary leave.

我已经被批准得到避难身份，我能得到 NHS 的医疗保健服务吗？

- 在下列情况下，您将能够继续获得 NHS 的服务：
 - 您已经获准以难民身份居住在英国
 - 您已经获准受到人道主义的保护，或
 - 您已经获准可酌情留居英国。

I have been refused asylum. Can I get health care from the NHS in Scotland?

- If you have been refused asylum, and any appeals against the decision have also failed, you can still get health care from the NHS while you are in Scotland.

我的避难申请未被批准，我能够得到苏格兰 NHS 医疗保健服务吗？

- 如果您的避难申请未被批准，而且您所有上诉均未成功，您居住在苏格兰的时候，仍然可以继续获得 NHS 的医疗服务。

What do I need to do to get health care from the NHS?

- You need to find a family doctor as soon as possible after you arrive in Scotland, and ask them to register you as an NHS patient. You will not have to pay for this.
- In Scotland, family doctors are often called General Practitioners or GPs. They work in GP surgeries, practices or health centres.
- The GP will decide if you can register as an NHS patient and if you can get NHS treatment free.
- The GP will help you look after all your health needs. They will decide if you need to see another health professional – for example a hospital doctor, or someone in mental health or maternity services. If you do, the GP will make the appointment for you.
- If you are getting support from the UK Border Agency, they may ask you to register with a particular GP surgery.
- If you are not getting support from the UK Border Agency, Scottish Refugee Council may be able to help you find a GP surgery and make an appointment for you to register. See page 7 for how to contact Scottish Refugee Council.
- You can also phone the NHS inform Helpline on 0800 22 44 88 or look on the internet (www.nhs24.com) to find a GP surgery. The NHS helpline can provide an interpreting service.
- When you have found a GP surgery, contact them and make an appointment to register as an NHS patient.

我需要做什么才能得到 NHS 的医疗保健服务呢？

- 抵达苏格兰之后，您需要尽快找一名家庭医生，并请他们将您按 NHS 病人身份注册登记。您不需要为此支付任何费用。
- 在苏格兰，家庭医生常常被称为 General Practitioners 或者 GPs (全科医生)。他们在 GP 诊所或健康中心工作。
- GP 将对您是否可以注册为 NHS 的病人、是否可以得到免费的 NHS 治疗问题做出决定。
- GP 可以满足您的所有健康需求。他们会对您是否需要去看其他医疗专业人员（例如，医院的医生或精神病院的医生或产妇服务部门的医护人员）的问题做出决定。如果您需要去看那些医生的话，GP 会为您预约就诊时间。
- 如果您正得到 UK Border Agency（英国边境署）的支助，他们可能会请您在某一个特定的 GP 诊所注册登记。
- 如果 UK Border Agency 没有支助您，Scottish Refugee Council（苏格兰难民委员会）有可能会帮您找一个 GP 诊所，并帮助您预约前往注册登记的时间。参见第 7 页，以了解如何与 Scottish Refugee Council 联系。
- 您也可以给 NHS inform Helpline 服务热线打电话，号码是：0800 22 44 88，或者上网 (www.nhs24.com) 查找适合的 GP 诊所。NHS 服务热线可以提供口译服务。
- 当您找到一个 GP 诊所之后，请与他们联系，并约一个时间前往注册登记，您应当以 NHS 病人的身份注册。

- If you need an interpreter, ask the GP surgery to arrange this for you. When you make an appointment, tell them what language you prefer to use.

- 如果您需要口译协助的话，请向 GP 诊所提出要求，他们会为您作出安排。在预约的时候，请告知他们您希望讲何种语言。

What happens when I register as an NHS patient?

- When you go to the GP surgery, the staff will ask you for some personal information – for example, your name, address and date of birth.
- The staff will ask to see some documents to help them decide if you can register as an NHS patient. If you need hospital care, staff at the hospital will also ask to see these documents.
 - **If you are seeking asylum**, NHS staff may ask you to show:
 - your Application Registration Card (ARC) – you may have been given this card at your asylum screening interview, or
 - documents from the UK Border Agency saying that you have applied for asylum.
 - **If you are a refugee**, they may ask you to show:
 - your passport
 - your travel document, or
 - a letter from the Home Office that says you are allowed to stay in the United Kingdom.
- If you don't have the documents they ask for, staff at the GP surgery won't be able to register you as an NHS patient.

按 NHS 病人身份注册登记是怎么进行的呢？

- 在您抵达 GP 诊所时，工作人员会向您了解一些个人情况，例如，您的姓名、地址和出生年月日。
- 工作人员还会请您出示一些证明文件，以便确认您可以按照 NHS 病人的身份注册。如果您需要医院治疗的话，您也需要向医院的工作人员出示这些文件。
 - **如果您正在申请避难**，NHS 工作人员可能会请您出示：
 - 您的 Application Registration Card (ARC) 申请登记卡 (ARC) ——您很可能在申请避难面谈时就收到了这张卡，或者
 - UK Border Agency 的一封文件，上面说明您已经提出避难申请。
 - **如果您是一名难民**，他们可能会请您出示：
 - 您的护照
 - 您的旅行文件，或
 - Home Office (英国内务部) 的一封信函，上面说明您经获准可以在英国居留。
- 如果您不能出示他们请您出示的文件，GP 诊所的工作人员则无法将您按 NHS 病人的身份注册登记。

When I am registered as an NHS patient, is all health care free?

If you are a refugee

- **A lot of your health care will be free.** But you may need to pay for some things – for example, some dental treatment.
- For more information about help with health costs, see the leaflet ‘A quick guide to help with health costs’ (HCS2). This leaflet tells you if you can get free treatment or help with the costs. It is available from citizens advice bureaux and Jobcentre Plus offices. You can also find it on the internet (www.scotland.gov.uk/healthcosts).

If you are seeking asylum and you get asylum support from the UK Border Agency

- The UK Border Agency will give you an HC2 certificate. This shows you don't need to pay for your health care.

If you are seeking asylum and you don't get asylum support from the UK Border Agency, or if you have been refused asylum

- You will need to fill in an HC1 form to apply for an HC2 certificate. This shows you don't need to pay for your health care.
 - You can get an HC1 form from a Jobcentre Plus office, an NHS hospital, or by phoning 0845 850 1166.
 - Scottish Refugee Council may also be able to help you with this. See page 7 for how to contact Scottish Refugee Council.

在我以 NHS 病人身份注册登记之后，给我的所有医疗服务都会免费了吗？

如果您是一名难民，

- **提供给您的很多医疗服务都会免费。**但是，您有可能需要支付某些服务，例如有些牙医费用。
- 请参见“A quick guide to help with health costs” (HCS2) 这份小册子，以了解有关帮助解决医疗费用方面的详细信息。这份手册会告诉您您是否有资格获得免费治疗或在治疗费用方面获得资助。您可以向 citizens advice bureaux (市民咨询处) 和 Jobcentre Plus (综合就业中心) 办事处索取这份手册。您也可以上网 (www.scotland.gov.uk/healthcosts) 阅读此手册。

如果您正在申请避难且得到 UK Border Agency 的避难支助

- UK Border Agency 会给您一份 HC2 证明，注明您无需支付医疗费。

如果您正在申请避难但并未得到 UK Border Agency 的避难支助，或您的申请被拒绝

- 您需要填写一份 HC1 表格，以申请一份 HC2 证明，证明您无需支付医疗费用。
 - 您可以从任何 Jobcentre Plus 办事处、NHS 医院或打电话 (0845 850 1166) 索取 HC1 表格。
 - Scottish Refugee Council 也有可能为您提供这方面的帮助。请参见第 7 页，以了解如何与 Scottish Refugee Council 联系

Can my family get health care from the NHS?

- **If you are registered as an NHS patient, your husband, wife or civil partner, and any of your children who live in Scotland with you, can also get health care from the NHS.** The children must be aged under 16, or under 19 and in full-time education.

Staff at the GP surgery will ask you to complete a form for your husband, wife or civil partner and for any children. You may need to show your marriage or civil partnership certificate, and birth certificates for your children.

- **Any other members of your family** may be able to get health care from the NHS, but they will need to prove that they have their own right to NHS care.

我的家人可以得到 NHS 的医疗服务吗？

- 如果您以 NHS 病人的身份注册登记了，那么您的丈夫、妻子或事实婚姻伴侣以及与您一起居住在苏格兰的您的孩子均可以得到 NHS 医疗服务。孩子的年龄必须在 16 岁以下，如果孩子仍在接受全日制教育，则年龄在 19 岁以下。

GP 诊所的工作人员会请您为您的丈夫、妻子或民事婚姻伴侣以及您的孩子填写一份表格。您可能需要出示婚姻证明或民事婚姻证明以及您孩子的出生证明。

- **您家里的任何其他**人也许也能得到 NHS 的医疗服务，但是他们需要证明自己也有权得到 NHS 服务。

What happens if I am not registered as an NHS patient?

- If you are not registered as an NHS patient, you can still get some health care from the NHS.

Services that are free for everyone include:

- emergency care in a hospital (in the accident and emergency department, casualty department or minor injury unit)
- emergency care at a GP surgery
- emergency transport in an ambulance
- sexual health services
- treatment for some infectious diseases and sexually transmitted infections.

如果我没有以 NHS 病人的身份注册登记会怎么样呢？

- 如果您没有作为 NHS 病人注册的话，您仍然可以得到 NHS 提供的某些医疗服务。

为所有人提供的免费服务包括：

- 医院（医院的急诊室、紧急救护科或轻伤治疗部）内的急诊服务
- GP 诊所内的紧急救护服务
- 救护车急救交通
- 性健康服务
- 对有些传染病和性传染疾病的治疗

How can I find out more?

- **Phone Scottish Refugee Council** on 0800 085 6087 or look on the internet (www.scottishrefugeecouncil.org.uk).
- **Phone the UK Border Agency** on 0141 555 1200 or look on the internet (www.ukba.homeoffice.gov.uk).
- **Phone the NHS inform Helpline on 0800 22 44 88** (textphone 18001 0800 22 44 88) for information about health conditions and services. The helpline can provide an interpreting service.
- **Contact your local citizens advice bureau** for free, confidential, impartial and independent advice about almost anything, including NHS services and your rights. To find your nearest branch, look in your phone book or on Citizens Advice Scotland's website (www.cas.org.uk).

Other factsheets in this series

- Health care for people coming to Scotland to work
- Health care for people coming to Scotland to study
- Health care in Scotland for former UK residents now working abroad
- Health care in Scotland for UK passport holders living abroad
- Health care for UK pensioners visiting Scotland


我可以从哪里找到更详细的信息呢？

- 致电 **Scottish Refugee Council** (0800 085 6087) 或在网上查看 (www.scottishrefugeecouncil.org.uk)。
- 致电 **UK Border Agency** , 号码是 : 0141 555 1200 , 或查阅棋网站 (www.ukba.homeoffice.gov.uk)
- 如欲了解有关疾病症状及服务方面的信息 , 请致电 **NHS inform Helpline 服务热线** , 号码是 : **0800 22 44 88** (textphone 18001 0800 22 44 88)。服务热线可以提供口译服务。
- 与您当地的 **citizens advice bureau 联系** , 以获得免费、保密、公正及独立的咨询意见 , 而其中涉及的范围非常广泛 , 包括 NHS 服务以及您的权力方面。请从电话簿中或 Citizens Advice Scotland (苏格兰市民咨询处) 的网站 (www.cas.org.uk) 了解离您最近的市民咨询处地址所在地。

本系列中的其他信息手册

- Health care for people coming to Scotland to work (为前来苏格兰工作的人士提供的医疗保健服务)
- Health care for people coming to Scotland to study (为前来苏格兰就学的学生提供的医疗保健服务)
- Health care in Scotland for former UK residents now working abroad (为现在海外工作的原英国居民在苏格兰提供的医疗保健服务)

<ul style="list-style-type: none"> Health care in Scotland for holidaymakers from overseas. <p>You can get these factsheets in another language or format from:</p> <ul style="list-style-type: none"> anywhere you get NHS care www.nhsinform.co.uk www.hris.org.uk the NHS inform Helpline on 0800 22 44 88 (textphone 18001 0800 22 44 88) 	<ul style="list-style-type: none"> Health care in Scotland for UK passport holders living abroad (为居住海外的英国护照持有者在苏格兰提供的医疗保健服务) Health care for UK pensioners visiting Scotland (为来访苏格兰的英国退休人员提供的医疗保健服务) Health care in Scotland for holidaymakers from overseas (为海外来苏格兰的游客提供的医疗保健服务) <p>以上手册均有其他语言译本或其他形式版本，您可以从下列任何地方索取此类版本:</p> <ul style="list-style-type: none"> 在您获得 NHS 服务的所有地方 www.nhsinform.co.uk www.hris.org.uk NHS inform helpline 服务热线 : 0800 22 44 88 (textphone 18001 0800 22 44 88)
<p>Feeling unwell?</p> <ul style="list-style-type: none"> Go to a pharmacy and ask for advice. To find your nearest pharmacy, phone the NHS inform Helpline on 0800 22 44 88 or look on the internet (www.nhs24.com). Visit the NHS 24 website at www.nhs24.com for health information and advice. Contact the GP surgery where you are registered. If you need an interpreter, ask the GP surgery to arrange this for you. 	<p>觉得不舒服吗？</p> <ul style="list-style-type: none"> 到一家药房去请求获得咨询指导。若想了解离您最近的药房所在地，请致电 NHS inform Helpline 服务热线 (0800 22 44 88) 或上网查看 (www.nhs24.com)。 查阅 NHS 24 网站 (www.nhs24.com) 以了解医疗方面的信息和咨询指导。 与您已经注册登记的 GP 诊所联系。如果您需要口译服务，请向您的 GP 诊所提出，他们会为您作出安排。

<ul style="list-style-type: none"> • Phone NHS 24 on 08454 24 24 24 or look on the internet (www.nhs24.com) if the GP surgery where you are registered is closed, or if you are not yet registered as an NHS patient. NHS 24 can provide an interpreting service. <p>In an emergency (if your condition is very serious), phone 999 and ask for an ambulance.</p>	<ul style="list-style-type: none"> • 如果您的 GP 诊所已经下班关门，或者您还没有以 NHS 病人身份注册登记，致电 NHS 24 (08454 24 24 24) 或上网查阅 (www.nhs24.com)。NHS 24 也可以提供口译服务。 <p>在紧急情况下 (如果您的病状非常严重) ，请致电 999 ，要求提供救护车</p>
<p>We have tried our best to make sure that the information in this factsheet is correct. However, the factsheet is for guidance only so you should not rely on it as a complete statement of the law. If you are thinking about taking legal action, you should contact a solicitor, a citizens advice bureau or any other advice agency.</p>	<p>我们已经竭尽全力确保本手册提供的均为准确信息。然而本手册仅为您提供指导，因此您不应当将它视为一份完整的法律声明。如果您正在考虑采取法律行动，您应当与律师、citizens advice bureau (市民咨询处) 或其他咨询机构联系。</p>
<p>Email ask@hris.org.uk to ask for this information in another language or format.</p>	<p>若需要以其他文字或方式制作的本信息，请发电子邮件给：ask@hris.org.uk</p>
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