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| Princess Elizabeth HospitalRue MignotSt MartinGuernseyGY4 6UU+44 (0) 1481 220000[www.gov.gg](http://www.gov.gg) |

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**MEDICAL CARE OUTSIDE OF BULSTRODE ONCOLOGY UNIT OPENING HOURS**

We know that receiving chemotherapy or immunotherapy treatments for cancer can cause some side effects. These will have been discussed with you before you started treatment. It is important that if you feel unwell or have any concerns you seek medical help as you may require an assessment and possible treatment.

Bulstrode Oncology Unit is open at the following times:

Mondays 9am - 4.30pm

Tues/Wed/Thurs 9am - 5.30 pm

Friday 9am - 1pm

If you have any concerns during our opening hours, please contact us by telephone. We always have a member of nursing staff available who can discuss your concerns with you. If we recommend you need further assessment, we will advise whether you should visit your GP or the Emergency Department. Please do not attend Bulstrode Oncology Unit directly, as our doctors may not be available, and this may delay your care.

The following agreement is in place with our Emergency Department**.** If you are currently receiving chemotherapy or immunotherapy treatments directly through Bulstrode Oncology Unit **and** you present to the Emergency Department with a side effect or problem that specifically relates to your treatment, you will not be charged the attendance fee, regardless of the time or day of your visit. However, you will be charged a treatment fee depending on the level of care you need.

This agreement also applies if you are currently receiving chemotherapy or immunotherapy treatments outside Guernsey **and** attend with a problem that is directly related to this treatment.

The current treatment charges are available at: <https://gov.gg/EDCHARGES>

If you need to attend the Emergency Department, please take your Cancer Treatment Record Book with you so the team can see what treatment you are receiving and when your last treatment was.

Please inform reception that you are currently receiving treatment when you book in.

If you present with a problem that does not relate to your cancer treatment, then both an attendance and treatment charge will apply.

If you are advised to visit your GP, the usual GP practice charges apply. If your GP refers you to the Emergency Department for further assessment, no attendance fee will be charged, but a treatment cost will apply.

Please note, anyone with a subscription to Oddfellows or Foresters medical plans may not be charged for any aspect of their attendance at the Emergency Department, however you are advised to check your policy directly with your Health Insurance provider to confirm. Other private healthcare providers may not cover for Emergency Department treatment, therefore please check with your insurer directly.

If you believe you will have difficulty in paying for any medical bills please contact the Income Support Team at the Employment & Social Security on 01481 732508 or visit [Income support - States of Guernsey (gov.gg)](https://www.gov.gg/incomesupport) where details on how to apply for assistance can be found.

If you do not currently have a subscription to St John Ambulance service you may want to consider this before starting treatment.

St John Ambulance website <https://stjohn.gg/>

St John Ambulance Guernsey subscription enquiries – 01481 723866

**Bulstrode Unit – 01481 225460**

Please note that outside the regular Bulstrode Oncology Unit opening hours the telephone is diverted to community services and your call will be answered by a member of the administration team.

**Emergency Department at Princess Elizabeth Hospital – 01481 225091 or 01481 225092**

**In an emergency, please call 999**