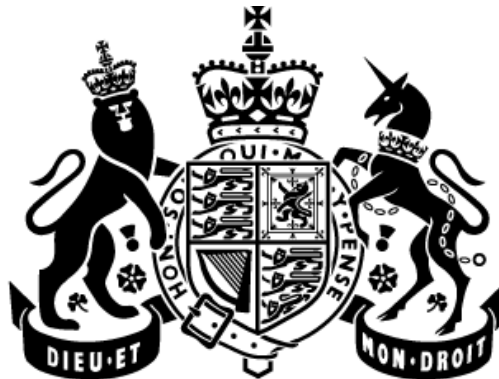


INFORMATION FOR BRITISH NATIONALS
HOSPITALISED OR IN NEED OF MEDICAL HELP
IN EGYPT



BRITISH EMBASSY CAIRO
CONSULAR SECTION
7 AHMED RAGHEB STREET
GARDEN CITY, CAIRO 11451
EGYPT

Tel: (00 20) 2 7916000

Fax: (00 20) 2 7916133

Web: <https://www.gov.uk/contact-consulate-cairo>

INTRODUCTION

This guide aims to provide some general information and advice to British Citizens who are hospitalised or need medical help in Egypt so that they may better understand the role and responsibilities of the consular team at the British Embassy, as well as to provide some useful contacts in the country. Please note that whilst we will make every attempt to keep the information up to date, the system or contacts may be subject to change at any time, and we cannot be held responsible for any inaccuracies that may occur as a result.

Who can help?

The Foreign and Commonwealth Office (FCO) is represented overseas by its Embassies (High Commissions in Commonwealth countries). Both employ consular officer's part of whose jobs is to provide help and advice to any Briton who gets into difficulty in a foreign country.

Contact Information

Consular Section British Embassy Cairo

Tel: (00 20) (2) 7916000
7 Ahmed Ragheb Street, Cairo

Fax: (00 20) (2) 7916133

Web: <https://www.gov.uk/contact-consulate-cairo>

Office hours:

Sunday to Wednesday, local time: 8am – 3.30pm
Thursday local time: 9am - 2pm

Out-of-hours

If you are British and need the embassy's assistance please dial +2 02 2791 6000 and select 'Help for British nationals'. A team of consular officers is available on the telephone to help 24 hours, 7 days a week.

What will the Consulate do?

We can:

Contact you within 24 hours of being told that you have been hospitalised.

- If you are in hospital as a result of an assault or other crime, we will visit you as soon as possible.
- In all other cases, we will take account of factors such as your condition, your ability to speak on the phone, whether you have relatives or friends with you, whether you have a tour company representative and the standard of medical facilities, before deciding whether a visit is appropriate. If we believe that there is a need for us to visit and the consular team have staff in the same city as the hospital you are in, we will aim to visit you within 48 hours of being told that you have been admitted to hospital.
- We can contact your family or friends if you'd like us to.

We can't:

- pay your medical bills
- translate medical reports or diagnoses
- evaluate any treatment you have been given

Contact your insurance company

- We recommend that you get travel insurance before you travel abroad
- If you have travel insurance, you or your family should contact your insurance company immediately. You can also pass your insurance details to the hospital admin. For them to make direct contact with your insurance company.
- Please remember to keep all receipts and medical reports in case you need them to make a claim at a later stage.

Who will know that I have been hospitalised?

If a British citizen is hospitalised in Egypt, hospitals sometimes notify the British Embassy in Cairo. Some hospitals only contact us if the British citizen are critical or they wish we be informed or if there are issues with the payment. Therefore, we are frequently not informed immediately, if at all.

What will my family be told?

We cannot tell anyone that you have been hospitalised or provide details about your condition **without your permission**.

However, if you wish us to inform your family or friends, we will contact them. We can also pass on messages between you and them.

If you are a dual national and you are hospitalised in the country of your other nationality, the British Consulate cannot assist you formally.

HEALTHCARE IN EGYPT: CONDITIONS AND SERVICES

General

Healthcare in Egypt is not free and you or your insurance company will have to pay for any medical treatment you receive.

European Health Insurance Card (EHIC) does not cover the costs of medical treatment in Egypt.

Healthcare in Egypt can be expensive, so we recommend you have travel insurance.

Standards of primary/emergency medical care are generally good; physicians are well trained but some hospital and nursing staff not all speak English.

You should not expect standards in hospitals to be the same as NHS standards in the UK.

Conditions in government hospitals vary and specialised equipment may not be available everywhere. Government and Private Hospitals are usually well-equipped.

Standards of hygiene are not always strictly enforced, and standards vary between government and private hospitals.

While you're in hospital

As a patient, you will need to bring all your toiletries to the hospital with you.

Food and meals are provided. However, the choices of food you are offered may be limited.

The hospital will usually hold your passport whilst you're staying with them.

Making a complaint

If you're not happy with the care you're receiving, you can make a complaint to the hospital's manager.

A complaint can usually be filed in person, on the phone or in writing. Larger hospitals publish their complaints procedure on their websites.

We cannot raise complaints with the hospital on your behalf.

For more serious complaints, you will need to [seek legal advice from an English-speaking lawyer in Egypt.](#)

Full medical report

If you want a full medical report, you'll need to request this before leaving the hospital.

Fit-to-fly certificate

Your airline may require a fit-to-fly certificate. Make sure you request a fit-to-fly certificate before you leave the hospital.

Before you leave hospital

Ask for your medical records, fit to fly certificate, passport and any medical prescriptions.

Repatriation

If you have travel insurance and your claim has been accepted, your insurance company will organize your return to the UK.

However, if you don't have insurance or a valid claim, and you're not well enough to travel on a public flight, you'll need to [contact a private repatriation company](#). Be aware, they can be very expensive.

We cannot pay to repatriate you to the United Kingdom so we advise all travelers to ensure they have comprehensive travel insurance before travelling abroad.

What about money?

The British Embassy **cannot** provide financial assistance to British nationals who have been hospitalised in Egypt.

The cost of treatment received abroad by UK citizens is normally the responsibility of the individual and the costs of medical treatment cannot be claimed from the British National Health Service. If you have been hospitalised, you may be asked to pay your medical bills. There are several ways to do this:

- A valid insurance policy:
If you are hospitalised for a condition which does not pre-date the insurance policy, the insurance should cover the costs for treatment and possibly for medical repatriation. If you are treated for a pre-existing condition your insurance policy is likely to be void. Your insurance may also become void if you have acted in an irresponsible manner that has contributed to the injuries suffered, e.g. taking drugs or drinking excessively. Some insurance policies do not cover for sexually transmitted diseases including HIV and AIDS-related conditions.
- Own funds
- Help from family, friends or employer

EHIC (European Health Insurance Card)

Egypt is not within the European Economic Area (EEA) and an EHIC does not entitle you to emergency medical treatment.

LIST OF MEDICAL FACILITIES WITH ENGLISH-SPEAKING STAFF

<https://www.gov.uk/government/publications/egypt-list-of-medical-facilities>

TRAVEL ASSISTANCE COMPANIES IN THE UK

NB: This list is provided by the FCO for the convenience of enquirers, but neither Her Britannic Majesty's Government nor any official of the British Embassy Cairo can take responsibility for the competence and level of service of the companies listed or for the consequences or costs of any service provided.

Company's name	Address	Contact Details
Aeromedical Ltd.	P.O Box 106 Bridgewater, TA7 9JE	Tel: +44 (0)1278 723330 Fax: +44 (0)1278 723188 E-mail: airdoc@aeromedicalint.com Website: www.aeromedicalint.com
AIG Assist	The AIG Building 58 Fenchurch Street London EC3M 4AB	Tel: +44 (0)20 8762 8326 Website: www.aigassist.co.uk
Air Medical Ltd	Oxford Airport, Kidlington, Oxfordshire, OX5 1QX	Tel: +44 (0)1865 842 887 Fax: +44 (0)1865 370 642 Email: charters@airmed.co.uk Website: www.airmed.co.uk
Airtime Charters		Tel: +44 (0)1202 579949 Fax: +44 (0)1202 572907 Email: ops@airtimecharters.com Website: www.airtimecharters.com
Alert Assistance Wings	Wings Medical Centre, 238 Broomhill Rd, Brislington, Bristol BS4 5RG	Tel: +44 (0)117 9719333 Fax: +44 (0)117 3007000 E-mail: ops@wingsmedical.com Website: www.wingsmedical.com
Assistance International	Fortis House, Tollgate. Eastleigh. Hampshire SO53 3YA	Tel: +44 (0)2380 644633 Fax: +44 (0)2380 644616 E-mail: assistance.internationaluk@fortis.com

AXA Assistance (UK) Ltd	The Quadrangle, 106-118 Station Rd, Redhill, Surrey, RH1 1PX	Tel: +44 (0)870 6090023 Fax: +44 (0)870 6090024 Website: www.ip-assistance.co.uk
CEGA Group Services Limited	Funtington Park, Cheesmans Lane, Funtington, Chichester PO18 8UE	Tel: +44 (0)1243 621000 Fax: +44 (0)1243 621006 Website: www.cegagroup.com
CEGA Air Ambulance UK Limited	Hangar No.5, Aviation Park East, Bournemouth Airport, Christchurch, Dorset BH23 6NE	Tel: +44 (0)1202 592592 Fax: +44 (0)1202 592593 Email: Aviation@cegagroup.com Website: www.cega-air-ambulance.com
Club Direct	Club Direct Ltd, Southgate Place, 41-42 Southgate, Chichester, W Sussex, PO19 1ET	Tel: +44 (0)1243 817700 Fax: +44 (0)1243 217716 E-mail: assistance@clubdirect.com Website: www.clubdirect.com
Europ Assistance	Sussex House, Perrymount Rd, Haywards Heath, W. Sussex, RH16 1DN	Tel: +44 (0)870 7375900 Fax: +44 (0)1444 459292 Website: www.europ-assistance.co.uk
First Assist Group Ltd	32 High Street, Purley, Surrey, CR8 2PP	Tel: +44 (0)20 8763 3333 Fax: +44 (0)20 8763 3035
Global Response	6 Regents Court, Nettleford Road, Ocean Way, Cardiff, CF24 5HF	Tel: +44 (0)870 6061581 Fax: +44(0)870 6061583
Healix International Ltd Specialise in people who do NOT have travel insurance	15 Castle Mews High Street Hampton TW12 2NP	Tel: +44 (0)20 841 7777 Fax: +44 (0)20 841 7778 E-mail: operations@healix.com Website: http://www.internationalmedicalrescue.com/how-healix-can-help/

Inter Group Assistance Services	Lumbry Park, Selborne Road, Alton, Hampshire, GU34 3HF	Tel: +44 (0)1420 566130 Fax: +44 (0)1420 566121 E-mail: igas@inter-group.co.uk
International Medical Rescue Ltd	Green View House, 5 Manor Rd, Wallington, Surrey, SM6 0UX	Tel: +44 (0)20 8669 9292 Fax: +44 (0)20 8669 3442
International SOS	6th Floor, Landmark House, Hammersmith Bridge Rd, London, W6 9DP	Tel: +44 (0)20 8762 8008 Fax: +44 (0)20 8748 7744 E-mail: 1lonops@internationalsos.com Website: www.internationalsos.com
Kingfisher Assistance Ltd	Kingfisher House, Portland Place, Halifax, HX1 2QN	Tel: +44 (0)1422 355553 Fax: +44 (0)1422 357476 E-mail: assist@kingfisher-insurance.com Website: www.kingfisherinsurance.com/KFAssFram.html
Lifeline PLC	20 The Park, London, N11 7SU	Tel: +44 (0)870 2401800 Fax: +44 (0)870 2401600 E-mail: 100042.444@compuserve.com
Medex Assistance Corporation	Victoria House, 125 Queens Rd, Brighton, BN1 3WB	Tel: +44 (0)1273 223000 Fax: +44 (0)1273 327848 E-mail: brightonoffice@medexassist.com Website: www.medexassist.com
Medi-Aviation	Popeshead Court Offices Peter Lane York YO1 8SU	Tel: +44 (0) 845 094 8408 (Mon - Fri 09:00-17:30 GMT) +44 (0) 7932 358520 (out-of-office hours) Fax: +44 (0) 845 094 8409 E-mail: info@mediaviation.com Website: www.mediaviation.com
Medicar European	Hinxhill Estate, Hinxhill, Ashford TN25 5NR	Tel: +44 (0)1233 660999 Fax: +44 (0)1233 610721 Email: generalenquiries@medicareuropean.co.uk Website: www.medicareuropean.co.uk
Mondial Assistance (UK) Ltd	Mondial House 102 George Street,	Tel: +44 (0)20 8686 1666 Fax: +44 (0)20 8603 0204 E-mail: International_Dept@mondial-

	Croydon, Surrey, CR9 1AJ	assistance.co.uk Website: www.mondial-assistance.co.uk
Primary Group Services	80 Leadenhall St, London, EC3A 3HA	Tel: +44 (0)20 7743 0200 Fax: +44 (0)20 7743 0201 Website: www.primarygroup.co.uk
Travel Assistance Services	P.O.Box 1616, Billericay, Essex, CM12 0AS	Tel: +44 (0)1277 634699 Fax: +44 (0)1277 634545
Voyagers	34 The Mall, Bromley, Kent, BR11TS	Tel: +44 (0)20 8466 9191 Fax: +44 (0)20 8313 9062 E-mail: voyagers@vanameyde.co.uk Website: www.vanameyde.co.uk

List of Egyptian companies providing Local transport in Country

Helicopter Service (accompanied by doctor & nurse)

Egyptian Air force

Tel: 24184531 / Fax:

4184537

General Mohktar Mohm. Mozart, Heliopolis 24

Mobile: 0124650487

List of Air-Ambulances Egypt to the UK

<https://www.cegagroup.com/for-individuals>

<https://heathrowairambulance.com/>

<https://www.iasmedical.com/africa/air-ambulance-egypt/>

https://www.medical-air-service.com/regions-of-operation/egypt_eg.html

You can also search on the web for other companies.

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TRANSLATION/INTERPRETATION SERVICES

<https://www.gov.uk/government/publications/list-of-translators-and-interpreters-in-egypt>

FCO LEAFLETS

Victims of crime abroad

<https://www.gov.uk/victim-crime-abroad>

Rape and sexual assault overseas

<https://www.gov.uk/report-rape-sexual-assault>

Contact us

[British Embassy Cairo](#)

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inaccuracies to our attention so that we can make amendments.**

Thank you!