



Longyearbyen Hospital

EMERGENCY CALL: 113
PHONE NUMBER: + 47 79 02 42 00

INFORMATION TO CRUISE OPERATORS SAILING IN SVALBARD

When traveling to Svalbard, please be informed that there is limited health care capacity available to visitors.

Longyearbyen Hospital is a small hospital, dimensioned to serve a limited number of people, primarily the local inhabitants.

The hospital is only equipped and manned to take care of emergencies. Patients with complicated and/or life-threatening conditions will be transported by air ambulance to the University Hospital in Northern Norway, Tromsø.

We call for collaboration

To ensure that the limited capacity is used where most needed, we request collaboration with the cruise industry in the following areas:

Medication

Luggage may be delayed. Please inform your guests travelling by airplane to Svalbard to:

- Bring enough necessary medication in their hand luggage to be covered in case of travel delays.
- Longyearbyen hospital may not have capacity for an appointment to issue prescriptions.
- Needed medication may not be available on the island.
- Medication needed may not be sold in Norway and may need to be replaced.

Transferring passengers from vessel to Longyearbyen hospital

- The ship's doctor needs to call the physician on emergency duty, prior to bringing a sick guest to the hospital. Phone +47 79 02 42 00.

● Ensure assistance

- If a person needs to stay at the hospital in Longyearbyen, the cruise operator needs to make sure that they are accompanied by someone who is capable to take care of necessary arrangements, such as paperwork, travelbookings and communication.
- The hospital does not have the capacity to undertake any other services than emergency medical care.

● Travel from Svalbard

- A discharged patient that leaves Svalbard with airplane should be aware that commercial airplanes from Svalbard often are fully booked during high season.
- A discharged patient may need to arrange hotel accommodation while waiting to travel.

● Outside Schengen area - Risk of high costs

- Be aware that Svalbard is outside EEC/Schengen and that the European Health Card doesn't cover health care or air ambulance.
- Patients may be required to pay for health care and ambulance service.
- A travel/health insurance that covers costs related to emergency medical care is recommended.

● No health certificates

- Longyearbyen Hospital does not provide health certificates for guests or crew.

● Crew

- If crew members need medical service at the hospital, they must bring credit card and pay directly at the hospital. The hospital does not have capacity to send invoices.

Thank you for your collaboration,

Kristin Furu Grøtting

Manager, Longyearbyen Hospital