



## **IF YOU ARE VISITING SOMEONE IN HOSPITAL**

If you are visiting someone in hospital who is a close relative and you are in receipt of Income Support, the Social Fund may be able to help you with your fare. You should enquire at the Benefits Office.

**Whitby & District Community Transport  
Church House, Flowergate, Whitby, YO21 3BA.  
Tel: 01947 602982/606440**



# **HOW TO CLAIM HELP WITH NHS HOSPITAL TRAVEL COSTS**

**Whitby & District Community Transport  
Church House, Flowergate, Whitby  
YO21 3BA**

**Tel: 01947 602982/606440**

Company Ltd by Guarantee Reg. No: 6749402

Reg. Charity No. 1129855

Some low income NHS patients including disabled people can get help with transport costs to and from hospital. Help with travel costs is available if you (or your partner) get:

- ❖ Income Support
- ❖ Income based Job Seekers Allowance
- ❖ Pension Credit Guarantee Credit
- ❖ If you have an NHS tax credit exemption certificate
- ❖ Some war pensioners – if entitlement is connected with pensionable disability
- ❖ People on low income who have certificate HC2 or HC3

For further more detailed information you need a copy of the HC11 'Help with Health Costs' booklet which should be available from the Job Centre, Hospital, Doctor, Dentist, Optician or Pharmacy.

## **How Do I Claim My Fare?**

Whitby & District Community Transport is not able to claim your travel costs for you. You must pay the driver the agreed fare and then claim the cost of the fare from the hospital.

Ask your driver for a receipt and take it to the reception desk at the hospital. They will then advise you where the hospital's fare office is located to enable you to claim your refund.

Remember to take along with you evidence of benefit entitlements or exemption certificate HC2 or HC3.

To apply for an exemption certificate you will need to fill out an HC1 form available from:

Department of Health  
PO Box 777  
London SE1 6XH  
Telephone: 08701 555455  
Fax: 01623 724524  
Email: [dh@prolog.uk.com](mailto:dh@prolog.uk.com)