

難民和尋求庇護人士的醫療保健

本資訊是關於難民和在英國尋求庇護人士的醫療保健。它還解釋了麥克米倫 (Macmillan) 為受癌症影響的人所提供的支援。

若您對此資訊有任何疑問，請詢問您正在接受治療的醫院的醫生或護士。

您也可於每日上午 8 時至晚上 8 時，致電麥克米倫癌症援助機構 (Macmillan Cancer Support)，電話：**0808 808 0000**。我們有傳譯員，所以您可以使用您自己的母語與我們溝通。當您致電我們時，請以英文告訴我們您所需要的語言。

如果您想以其他語言進一步瞭解癌症，請瀏覽 [macmillan.org.uk/translations](https://www.macmillan.org.uk/translations)

本資訊主要介紹：

- 英國的醫療保健系統
- 如果您正尋求庇護，您可享有的醫療保健權利
- 如果您被拒絕庇護，您可享有的醫療保健權利
- 如果您是難民，您可享有的醫療保健權利
- 幫助獲得醫療保健
- 麥克米倫 (Macmillan) 能夠如何幫助您
- 更多繁體中文資訊
- 參考文獻與致謝

英國的醫療保健系統

英國的大部分醫療保健服務由國民醫療保健服務系統（NHS）提供。NHS 包括：

全科醫生和社區護理

GP（全科醫生）是治療一般健康狀況的醫生。全科醫生通常在當地中心工作。在英語中，這類中心有不同的名稱。可稱為GP practice、GP surgery或medical centre。該中心通常是您在醫療保健方面的第一個主要接觸點。他們與地區護士和紓緩護理團隊等其他社區服務機構密切合作。您的全科醫生和其他社區服務機構會治療和管理許多健康問題。如果您需要專科治療，他們可以為您安排。這就是所謂的轉介服務。

緊急及急症護理 -- 包括：

- 如果您撥打 999，您可以獲得危及生命的緊急幫助
- 在意外和急症室（A&E）或其他緊急護理中心（如無需預約中心或輕傷病房）接受護理
- 如果您撥打 111（在英格蘭、蘇格蘭或威爾斯），您可獲得有關緊急健康問題的建議。

專科護理

對於某些健康狀況，您可能需要接受過專科培訓的專業醫護人員為您提供建議或治療。住院接受專科治療稱為住院護理。在診所或家中接受專科治療，稱為門診護理。

藥劑師

藥劑師提供藥物並提供有關服藥的建議。他們還可能提供一些醫療建議。

牙科護理

牙醫幫助護理您的牙齒、牙齦和口腔的其他部位。

眼睛護理

驗光師幫助檢測視力。他們能為您驗配眼鏡和隱形眼鏡。他們也會為一些眼睛健康問題（如眼睛感染）提供治療和建議。

如果您符合以下條件，同樣可以免費獲得 NHS 醫療保健服務：

- 正在英國申請庇護
- 是一名難民。

如果您正尋求庇護，您可享有的醫療保健權利

如果您正在英國申請庇護並處於以下情況，您同樣可以如普通英國居民一樣免費獲得 NHS 醫療保健服務：

- 申請庇護
- 等待決定
- 對任何決定提出上訴。

這意味著您可以獲得免費的全科醫生和醫院護理，以及緊急和非緊急治療。

如果您被拒絕庇護，您可享有的醫療保健權利

如果您的庇護申請被拒絕，您仍然可以獲得免費的 NHS 醫療保健服務。這取決於您所在的英國地區。

蘇格蘭、威爾士或北愛爾蘭

如果您在蘇格蘭、威爾斯或北愛爾蘭被拒絕庇護，只要您仍在英國，就可以免費獲得 NHS 的醫療保健服務。

英格蘭

如果您在英格蘭被拒絕庇護，但正接受以下機構的支援，您仍然可以免費獲得 NHS 的醫療保健服務。

- 內政部，稱為第 4(2) 章節支援
- 地方當局，稱為第 21 章節或第 1 部分支援。

如果您並非正在接受這種支援，您可以繼續免費接受任何已經開始的治療。如果專業醫護人員認為您需要進一步的立即或緊急治療，他們可以為您提供此治療。您可能需要付款，但您不必在接受治療之前付款。

在英國，一些緊急醫療保健始終免費提供給每一個人。您永遠都無需為以下服務支付任何費用：

- 如果您撥打 999, 您可獲得危及生命的緊急幫助。
- 如果您撥打 111 (在英格蘭、蘇格蘭或威爾斯), 您可獲得有關緊急健康問題的建議。
- 在意外和急症室 (A&E)、無需預約中心或輕傷病房或緊急護理中心接受護理

其他始終對所有人免費提供的醫療保健服務包括：

- 某些類型的感染和性傳染病的檢測和治療。
- 避孕服務
- 治療因酷刑、女性生殖器切割、家庭暴力或性暴力造成的疾病。

如果您是難民，您可享有的醫療保健權利

如果您是以難民身份逗留在英國，您同樣可以如普通英國居民一樣免費獲得 NHS 醫療保健服務。這包括免費的全科醫生和醫院護理，以及緊急和非緊急治療。

幫助獲得醫療保健

如果您在獲得醫療保健方面需要幫助，或者您不確定自己可享有哪一些醫療保健的權利，以下機構可以提供幫助：

- **移民幫助** - 請瀏覽 www.migranthelpuk.org 或致電他們的免費庇護援助熱線 0808 801 0503。要查閱以您的語言提供的資訊，請瀏覽 www.migranthelpuk.org/Pages/FAQs/Category/translated-advice
- **英國紅十字會** - 請瀏覽 www.redcross.org.uk/get-help/get-help-as-a-refugee 或致電他們的免費援助熱線 0808 196 3651。要查閱以您的語言提供的資訊，請瀏覽 <https://www.migranthelpuk.org/Pages/FAQs/Category/translated-advice>
- **難民委員會** - 請瀏覽 www.refugeecouncil.org.uk 瞭解詳情。如果您在英國，請致電他們的免費資訊熱線 0808 196 7272。

獲得合適的護理和援助

如果您患有癌症並且不會說英語，您可能會擔心會影響您的癌症治療和護理。但是您的醫療團隊應該可以為您提供能滿足您需要的護理、援助和資訊。

我們知道，有時尋找合適的援助可能會面對額外的困難。例如，如果您有工作或家庭，可能很難抽出時間到醫院出席預約覆診。您可能還會擔心金錢和交通費。所有這些事情都會讓人感到壓力和難以應對。

我們還向癌症患者提供麥克米倫 (Macmillan) 資助金。這是一次性的款項，可用於支付醫院停車費、交通費、托兒或暖氣費等費用。

我們的免費援助熱線 **0808 808 00 00** 可以用您的語言就您的情況提供建議。您可以與護士、經濟援助顧問、福利權益顧問和工作援助顧問交談。

麥克米倫 (Macmillan) 能夠如何幫助您

在麥克米倫 (Macmillan)，我們知道癌症確診後會如何影響您的各方面生活，我們隨時為您提供援助。

麥克米倫援助熱線 (Macmillan Support Line)

我們有傳譯員，所以您可以使用您的語言與我們溝通。您只需用英語告訴我們您希望使用哪種語言即可。我們可以幫助您解決醫療問題，為您提供有關經濟援助的資訊，或者在您想要與人交談的時候聆聽您的意見。熱線服務時間為每星期七天，每日上午 8 時至晚上 8 時。您可致電 **0808 808 00 00** 聯絡我們。

麥克米倫 (Macmillan) 網站

我們的網站有很多關於癌症的英文資訊。該網站還有更多以其他語言編寫的資訊：
macmillan.org.uk/translations

我們亦可以為您安排翻譯。請發電子郵件至：

cancerinformationteam@macmillan.org.uk，告訴我們您需要的資訊。

資訊中心

我們的資訊和援助中心設在醫院、圖書館和流動中心。您可以前往任何一個中心，獲取您需要的資訊並與工作人員面對面交談。您可以瀏覽

macmillan.org.uk/informationcentres 查找離您最近的中心或致電 0808 808 00 00 聯絡我們。

本地支援團體

您可以在支援團體中與其他受癌症影響的人交流。您可以瀏覽

[macmillan.org.uk/supportgroups](https://www.macmillan.org.uk/supportgroups) 查找您附近的支援團體或致電 0808 808 00 00 聯絡我們。

麥克米倫 (Macmillan) 網上社群您亦可以瀏覽 [macmillan.org.uk/community](https://www.macmillan.org.uk/community) 與其他受癌症影響的人士交流。不論是白天還是夜晚，您都可以隨時使用該服務。您可以分享您的經驗、提出問題，或者只是閱讀其他人的帖子。

更多繁體中文資訊

我們提供更多有關下列主題的繁體中文資訊：

應對癌症

- 癌症與新冠病毒
- 英國的癌症護理
- 如果您患有癌症，可申請的福利
- 飲食問題與癌症
- 生命的終結
- 難民和尋求庇護人士的醫療保健
- 健康飲食
- 患癌時獲得費用幫助
- 若您被診斷患有癌症
- LGBTQ+ 人士與癌症
- 敗血症和癌症

- 癌症治療的副作用
- 疲倦（疲勞）與癌症

癌症類型

- 乳癌
- 子宮頸癌
- 大腸癌
- 肺癌
- 前列腺癌

治療

- 化療
- 放射治療
- 手術

若想查看相關資訊，請瀏覽 [macmillan.org.uk/translations](https://www.macmillan.org.uk/translations)

參考文獻與致謝

本資訊由麥克米倫癌症援助機構（Macmillan Cancer Support）癌症資訊開發團隊編寫和編輯。由翻譯公司提供繁體中文的翻譯版本。

所包含的資訊都是根據我們網站上以英文提供的治療決定內容。

本資訊已由相關專家審閱，並得到麥克米倫臨床專家中心成員的批准。

同時感謝審閱本資訊的癌症患者。

我們所有資訊的依據都是來自最佳的證據。欲瞭解我們所用資源的更多資訊，請透過 cancerinformationteam@macmillan.org.uk 聯絡我們。

內容審閱日期：2023 年 預定下次審閱日期：2026 年

MAC19723_Chinese (Hong Kong)

我們盡一切努力確保我們提供的資訊是準確和最新的，但您不應該依賴這些資訊來替代針對您的情況的專業建議。在法律允許的範圍內，Macmillan 不承擔與使用本出版物中的任何資訊或其中包含或提及的第三方資訊或網站相關的責任。

我們希望這些資訊對您有幫助。若您有任何疑問，我們可使用中文在電話中提供資訊和支援。我們的服務是免費的。您只需致電：**0808 808 00 00**（週一至週五，上午 9 時至晚上 8 時），並以英語說出您選定的語言。

© 2023 麥克米倫癌症援助機構（Macmillan Cancer Support）。於英格蘭和威爾斯（261017）、蘇格蘭（SC039907）和馬恩島（604）註冊的慈善機構。同時也在北愛爾蘭經營。註冊登記地址：89 Albert Embankment, London SE1 7UQ。



Healthcare for refugees and people seeking asylum

This information is about healthcare for refugees and people seeking asylum in the UK. It also explains support available from Macmillan for people affected by cancer.

If you have any questions about this information, ask your doctor or nurse at the hospital where you are having treatment.

You can also call Macmillan Cancer Support on **0808 808 00 00**, 7 days a week, 8am to 8pm. We have interpreters, so you can speak to us in your own language. When you call us, please tell us in English which language you need.

There is more cancer information in other languages at [macmillan.org.uk/translations](https://www.macmillan.org.uk/translations)

This information is about:

- The UK healthcare system
- Rights to healthcare if you are seeking asylum
- Rights to healthcare if you have been refused asylum
- Rights to healthcare if you are a refugee
- Help to access healthcare
- How Macmillan can help you
- More information in your language
- References and thanks

The UK healthcare system

Most healthcare in the UK is provided by the National Health Service (NHS). The NHS includes:

GP and community-based care

A GP (General Practitioner) is a doctor who treats general health conditions. GPs usually work in a local centre. In English, this type of centre can have different names. It may be called a [GP practice], [GP surgery] or [medical centre]. This centre is often your first and main point of contact for healthcare. They work closely with other community-based services such as district nurses and palliative care teams. Your GP and other community-based services treat and manage many health problems. If you need more specialised treatment, they can arrange this for you. This is called making a referral.

Urgent and emergency care - This includes:

- emergency help for life-threatening conditions if you phone 999
- care at an accident and emergency (A&E) department, or other urgent care centre such as a walk-in centre or minor injuries unit
- advice about urgent health problems if you call 111 (in England, Scotland or Wales).

Specialist care

For some health conditions, you may need advice or treatment from a healthcare professional with specialist training. When you stay in hospital for specialist treatment, this is called inpatient care. When you have specialist treatment at a clinic, or at home, this is called outpatient care.

Pharmacists

Pharmacists give out medicines and give advice about taking medicines. They may also give some medical advice.

Dental care

Dentists help look after your teeth, gums and other parts of the mouth.

Eye care

Optometrists help test eyesight. They prescribe and fit glasses and contact lenses. They give treatment and advice for some eye health problems, such as eye infections.

NHS healthcare is free in the same way if you are:

- applying for asylum in the UK
- a refugee.

Rights to healthcare if you are seeking asylum

If you are applying for asylum in the UK, NHS healthcare is free in the same way as an ordinary UK resident, while you:

- apply for asylum
- wait for a decision
- appeal any decisions.

This means you can have free GP and hospital care, and urgent and non-urgent treatment.

Rights to healthcare if you have been refused asylum

If your asylum claim has been refused, you may still be allowed free NHS healthcare. This depends on the area of the UK.

Scotland, Wales or Northern Ireland

If you are refused asylum in Scotland, Wales or Northern Ireland, you are allowed free NHS healthcare for as long as you are still in the country.

England

If you are refused asylum in England, you are still allowed free NHS healthcare if you are getting support from:

- the Home Office, called section 4(2) support
- a local authority, called section 21 or part 1 support.

If you are not getting this support, you can continue any course of treatment you had already started, free of charge. If a healthcare professional thinks you need further immediate or urgent treatment they can give you this. You may be asked to pay, but you do not have to pay before the treatment is given.

Some emergency healthcare is always free to everyone in the UK. You never pay for:

- emergency help for life-threatening conditions if you phone 999.
- advice about urgent health problems if you call 111 (in England, Scotland or Wales).
- care at an accident and emergency (A&E) department, walk-in centre, minor injuries unit or urgent care centre.

Other healthcare services that are always free to everyone include:

- testing and treatment for some types of infections and sexually transmitted diseases
- contraception services
- treatment for conditions caused by torture, female genital mutilation, and domestic or sexual violence.

Rights to healthcare if you are a refugee

If you are a refugee in the UK, NHS healthcare is free, in the same way as an ordinary UK resident. This includes GP and hospital care, and urgent and non-urgent treatment.

Help to access healthcare

If you need help to access healthcare, or you are not sure of your rights to healthcare, the following organisations can help:

- **Migrant Help** - visit www.migranthehelpuk.org or call their free asylum helpline on 0808 801 0503. To check for information in your language visit <https://www.migranthehelpuk.org/Pages/FAQs/Category/translated-advice>
- **British Red Cross** - visit www.redcross.org.uk/get-help/get-help-as-a-refugee or call their free support line on 0808 196 3651. To check for information in your language visit <https://www.redcross.org.uk/get-help/get-help-as-a-refugee/translated-pages>
- **Refugee Council** - visit www.refugeecouncil.org.uk for information. If you are in England, call their free Infoline on 0808 196 7272.

Getting the right care and support for you

If you have cancer and do not speak English, you may be worried that this will affect your cancer treatment and care. But your healthcare team should offer you care, support and information that meets your needs.

We know that sometimes people may face extra challenges in getting the right support. For example, if you work or have a family it can be hard to find time to go to hospital appointments. You might also have worries about money and transport costs. All of this can be stressful and hard to cope with.

We also offer Macmillan Grants to people with cancer. These are one-off payments that can be used for things like hospital parking, travel costs, childcare or heating bills.

Our free support line **0808 808 00 00** can offer advice, in your language, about your situation. You can speak to nurses, financial guides, welfare rights advisers and work support advisers.

How Macmillan can help you

At Macmillan, we know how a cancer diagnosis can affect everything, and we are here to support you.

Macmillan Support Line

We have interpreters, so you can speak to us in your language. Just tell us, in English, the language you want to use. We can help with medical questions, give you information about financial support, or be there to listen if you need someone to talk to. The free, confidential phone line is open 7 days a week, 8am to 8pm. Call us on **0808 808 00 00**.

Macmillan website

Our website has lots of information in English about cancer. There is also more information in other languages at [macmillan.org.uk/translations](https://www.macmillan.org.uk/translations)

We can also arrange translations just for you. Email us at cancerinformationteam@macmillan.org.uk to tell us what you need.

Information centres

Our information and support centres are based in hospitals, libraries and mobile centres. Visit one to get the information you need and speak with someone face to face. Find your nearest centre at [macmillan.org.uk/informationcentres](https://www.macmillan.org.uk/informationcentres) or call us on **0808 808 00 00**.

Local support groups

At a support group, you can talk to other people affected by cancer. Find out about support groups in your area at [macmillan.org.uk/supportgroups](https://www.macmillan.org.uk/supportgroups) or call us on **0808 808 00 00**.

Macmillan Online Community

You can also talk to other people affected by cancer online at [macmillan.org.uk/community](https://www.macmillan.org.uk/community) You can access it at any time of day or night. You can share your experiences, ask questions, or just read through people's posts.

More information in your language

We have information in your language about these topics:

Coping with cancer

- Cancer and coronavirus
- Cancer care in the UK
- Claiming benefits when you have cancer
- Eating problems and cancer
- End of life
- Healthcare for refugees and people seeking asylum
- Healthy eating
- Help with costs when you have cancer
- If you are diagnosed with cancer
- LGBTQ+ people and cancer
- Sepsis and cancer

- Side effects of cancer treatment
- Tiredness (fatigue) and cancer

Types of cancer

- Breast cancer
- Cervical cancer
- Large bowel cancer
- Lung cancer
- Prostate cancer

Treatments

- Chemotherapy
- Radiotherapy
- Surgery

To see this information, go to [macmillan.org.uk/translations](https://www.macmillan.org.uk/translations)

References and thanks

This information has been written and edited by Macmillan Cancer Support's Cancer Information Development team. It has been translated into this language by a translation company.

The information included is based on our treatment decisions content available in English on our website.

This information has been reviewed by relevant experts and approved by members of Macmillan's Centre of Clinical Expertise.

Thanks also to the people affected by cancer who reviewed this information.

All our information is based on the best evidence available. For more information about the sources we use, please contact us at cancerinformationteam@macmillan.org.uk

Content reviewed: 2023 Next planned review: 2026

MAC19723 Chinese (Hong Kong)

We make every effort to ensure that the information we provide is accurate and up to date but it should not be relied upon as a substitute for specialist professional advice tailored to your situation. So far as is permitted by law, Macmillan does not accept liability in relation to the use of any information contained in this publication or third-party information or websites included or referred to in it.

We hope you find this information helpful. If you have any questions, we can give you information and support by telephone in your language. Our services are free. Just call us on **0808 808 00 00** (Monday-Friday, 9am to 8pm) and ask in English for your preferred language.

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Patient Information Forum