



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.

Please note that the hospital is only equipped and manned to take care of emergencies, and that patients with complicated and/or life threatening conditions will be air ambulated to the University Hospital in Northern Norway, Tromsø.

We call for collaboration

In order 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 any needed medications in their hand luggage.

- Travelers are recommended to bring enough medications to be covered in case of travel delays.
- For Longyearbyen hospital to issue a new prescription, an appointment at the hospital is needed. The hospital may not have this capacity.
- The needed medication may not be available on the island (pharmacy or hospital).
- The medication needed may not be sold in Norway and may need to be replaced.

Transferring passengers from vessel to Longyearbyen hospital

- If a guest becomes sick onboard a vessel and needs assistance from a local physician when the vessel arrives in Longyearbyen, the ship doctor must call the physician on emergency duty prior to bringing the patient to the hospital, phone +47 79 02 42 00.



Crew

- If a crew member needs medical service at the hospital, she/he should bring a credit card and pay directly at the hospital. The hospital does not have capacity to send invoices.

Ensure assistance

- If cruise operators must leave patients in Longyearbyen, the patient needs to be accompanied by a capable person who can make necessary arrangements and take care of paperwork/travel-bookings/communication etc.
- The hospital does not have capacity to undertake any other services that the immediate health care.

Travel from Svalbard

- Discharged patients who will leave Svalbard with airplanes should beware that commercial airplanes out of Svalbard often are full during high season.
- Discharged patients may need to arrange for hotel-accommodation while waiting to travel.
- Individual health insurance that covers these costs is recommended.

Outside Schengen area - Risk of high costs

- Be aware that Svalbard is outside EEC/Schengen and that the European Health Card will not cover health care, nor air ambulance if needed.
- Patients may be required to pay for health care and ambulance service.
- Sufficient individual health insurance is recommended.

No health certificates

- Also beware that Longyearbyen Hospital does not have capacity to provide health certificates for guests or crew.

Thank you for your collaboration.

Kristin Furu Grøtting
Manager, Longyearbyen Hospital