

University Hospital in Northern Norway



Longyearbyen Hospital



HOSPITAL SERVICE



Day to day operations (9am-4pm):

- Doctors' office/ outpatient's clinic, and «inpatient ward»
- Dentist clinic
- Physiotherapist
- Health clinic/midwife/ school health services

- **Emergency service 24/7/365**
- + Emergency vehicle, assist with emergency responses within Longyearbyen (Anaesthesia nurse and/or one doctor)

- Total of 23 employees

OUR STAFF (23)

Total of 23 staff

- 1 department manager («head of the hospital»)
- 1 professional development nurse
- 1 counsellor (deputy manager)
- 4 doctors; 3 General Practitioners + 1 Surgeon
- 6 nurses, 3 OT- nurses + 3 anaesthesia nurses
- 1 physiotherapist/manual therapist
- 1 midwife (public health nurse) (0-5 years)
- 2 public health nurses (5 – 20 years /school children)
- 1 dentist + 1 health secretary
- 2 health secretaries (answering the phone, in charge of doctor appointments)
- 2 cleaners

LIMITED HEALTH CARE CAPACITY

- Hospital are dimensioned to serve the local population (around 2500 people).
- Emergency preparedness. Complicated and / or life-threatening conditions will be air ambulated to UNN, Tromsø
- Limited number of staff on shift
 - The hospital is staffed 24/7
 - Evening (after 4pm), weekends and holidays: 1 nurse present at the hospital, + on call: 1 Doctor and 1 Nurse.
- Limited diagnostic tools: Laboratory, Skeletal X-ray and US.
- Minor surgery room, no planned surgeries
- MAJOR INCIDENT RESPONSE: specialized medical support from the mainland depends on the number of casualties, the severity and type of injuries, and prevailing weather conditions.

EMERGENCY - PREPAREDNESS

- The hospital is staffed 24/7;
Be aware of our limited resources in the afternoon (16:00 – 08:00), during weekends and holidays

Only one nurse present at the hospital (anaesthesia nurse or OT nurse)
1 Doctor and 1 Nurse on call.

- SERIOUS INCIDENTS demands that we are in need of «more hands»
- CATASTROPHE (**red alert**)
The alarm also goes off in Tromsø
Dependant on help from the mainland (professional personell + equipment)

In cooperation with AECO and Svalbard Cruise Forum important information regarding health service in Svalbard is available:

Information to cruise operators sailing in Svalbard

IMPORTANT that this information reach the ship`s medical officer or other medical responsible



Longyearbyen Hospital

Emergency call: 113
Phone number: + 47 76 17 33 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 76 17 33 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



IMPORTANT

- When travelling bring enough necessary medication in the hand luggage in case of delay
- 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

- ENSURE ASSISTANCE

- The hospital does not have the capacity to undertake any other services than emergency medical care.
- A discharged patient may need to arrange hotel accommodation while waiting to travel.

- OUTSIDE SCHENGEN AREA – risk of high costs

- Svalbard is outside EEC/Schengen and the European Health Card doesn't cover health care or air ambulance.
- Patients may be required to pay for health care and ambulance service.

RADIO MEDICO

- Longyearbyen Hospital is responsible for follow-up healthcare only while vessels are physically docked in Longyearbyen.
- For medical assistance at sea, ships must contact Radio Medico.

«TAKE-HOME-MESSAGE»

The Hospitals Vulnerability

Access to specialized medical support from the mainland depends on the number of casualties, the severity and type of injuries, and prevailing weather conditions.

An emergency hospital with limited resources

Svalbard's hospital operates with limited capacity. It is essential that travelers are well informed—both for their own safety and to avoid placing unnecessary strain on local healthcare services.

Thank you all for listening!

Elisabeth Øvreås,

On behalf of:

Kristin Furu Grøtting

Avdelingsleder

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