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Indledning

The Greenlandic Healthcare System is present in all settlements in Greenland. However, many contacts occur through telemedicine, and there is a significant difference in the specific healthcare services available in different parts of the country. Some places only offer minor consultations, while others have small hospitals that lack resources to care for severely ill patients.

The healthcare system in Greenland cannot be compared to European healthcare systems, and the same services cannot be provided. This document specifies the acute medical assistance that the Greenlandic Healthcare System can provide to tourists traveling in Greenland. Receiving healthcare services requires payment.

Healthcare Services

The Greenlandic Healthcare System can provide healthcare services at the same level as those provided to the country's citizens. Therefore, it is not possible to order or purchase other diagnostic measures or treatments in the healthcare system apart from those that the country's citizens can receive or be referred to by a physician employed in the Greenlandic Healthcare System. The healthcare system's doctors, regardless of the ship's doctor or insurance companies' wishes, will always decide the treatment course.

Settlements

It is not possible to receive healthcare services in the settlements. There are no doctors or nurses present. Contact with the healthcare system is done via telemedicine over the phone.

If a tourist becomes seriously ill in a settlement, it should be expected that the individual will need to be transported to the nearest town. To ensure the best possible treatment, it is expected that there has been contact with the on-call phone at Queen Ingrid's Hospital as a guarantee that the patient will be sent to the right place.

Towns

There is usually a doctor present in the towns. However, there may be shorter periods when there is no doctor in town. Therefore, only basic healthcare services can be offered at the health centers.



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Tourists are not admitted to these facilities but are transferred to either a regional hospital or the national hospital in Nuuk. Please contact the medical on-call service at Queen Ingrid's Hospital for assistance.

Transportation expenses are paid by the tourist or the tourist's insurance company. Patient transfers and destinations are solely determined based on medical indications and cannot be chosen by the tourist or insurance company.

Regional Towns

The Greenlandic Healthcare System has five regional hospitals: Ilulissat, Aasiaat, Sisimiut, Qaqortoq, and Tasiilaq. Surgical readiness cannot be guaranteed at these hospitals, so acute and severely ill patients will be transferred to Nuuk based on medical indications.

The regional hospitals can provide primary healthcare services in the form of medical consultations, skeletal and thoracic x-rays, and certain laboratory services. There is no CT scanner available.

Nuuk

Queen Ingrid's Hospital (DIH) is the national hospital and serves the entire country with specialized treatment. DIH has medical and surgical wards, a maternity ward, intensive care unit, and intermediate care unit. There are operating rooms for emergency procedures.

Queen Ingrid's Hospital has both an MR scanner and a CT scanner. Scans are performed solely based on medical indications and cannot be ordered by insurance companies.

Patient Transfers and Evacuations

Patient transfers can occur by ship, helicopter, or plane. If it is not an acute case, the regular transportation network is used. However, stretcher patients are primarily transferred using the Healthcare System's ambulance plane. The Greenlandic Healthcare System only has one ambulance plane, a King Air with room for 2 stretcher patients. The plane is used for patients throughout the country, and acute evacuations are prioritized. Therefore, it is not possible for insurance companies to book transfers with the King Air. Transfers and evacuations are done solely based on medical indications.



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Disembarkation of Ill Passengers

Disembarkation of ill passengers should not occur without prior agreement with the Greenlandic Healthcare System. This is to ensure that passengers are not disembarked in places where necessary medical treatment cannot be provided. Disembarkation should only be carried out after prior agreement and discussion with the on-call service at Queen Ingrid's Hospital. In the case of an acute evacuation, contact with the healthcare system will be made through the Arctic Command, which is in contact with Radio Medical, SAR.

Evacuation to Home Country from Kangerlussuaq or Narsarsuaq

There are only 2 airports in Greenland that can accommodate ambulance jets: Kangerlussuaq and Narsarsuaq. There are no hospitals in these locations, so there are no hospital wards or 24-hour care available.

If an insurance company wishes to transfer a tourist from Greenland to their home country using an ambulance plane, it can be done from Kangerlussuaq (Søndrestrøm SFJ) International Airport. Transportation from the regional hospital/national hospital to Kangerlussuaq will be by charter. If the King Air is available, it can be used. If not, transportation will be by Dash 8, provided there is available capacity with Air Greenland.

If the patient can be transported to Narsarsuaq from the Regional Hospital in Qaqortoq, it can be done by either helicopter (charter or regular service) or by boat (charter or regular service).

The Greenlandic Healthcare System can assist in arranging domestic transportation or transportation to Copenhagen. This requires a payment guarantee from the insurance company.

Death/Mortuary Procedures

If a guest passes away aboard a cruise ship, it should be noted that repatriating the deceased from Greenland will take a long time. This can be done either by ship via Denmark and then to the home country or by flight to Copenhagen and further from there. If the Greenlandic Healthcare System is to handle this task, it requires a payment guarantee from the insurance company, as well as the signature of the next of kin to accept the time factor.



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Procedure for Requesting Assistance from the Greenlandic Healthcare System

(This does not apply to evacuations via the Arctic Command. For evacuations, follow the Radio Medical, SAR procedure.)

If medical assistance is needed for a cruise tourist, follow these steps:

1. The ship's doctor calls the on-call service at Queen Ingrid's Hospital at +299 55 99 55, providing the patient's name, date of birth, insurance information, and a contact phone number.
2. The ship's doctor sends the completed payment form (attachment 1) with all the required information to DIH-oekonomi@peqqik.gl (the Finance Department in the Greenlandic Healthcare System), cc'ing the back-up on-call service. All communication regarding the finances of healthcare services will then take place with the Finance Department and the paying party.
3. The medical on-call service devises a treatment plan and assesses where the patient should be treated.
4. The medical on-call service informs the receiving hospital that the tourist is on their way.
5. If the patient needs to be transferred, the medical back-up on-call service contacts the travel coordination/patient coordination.

Medication

Prescription medication can **ONLY** be obtained at a local hospital or at Queen Ingrid's Hospital in Greenland. Payment is required upon receipt. There is a highly limited list of available medications, so it should not be expected that the specific medication one normally uses will be available. There is a limited selection of over-the-counter medication in grocery stores.



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The National Dentistry

The National Dentistry can assist with emergency dental treatment. However, specialized dental treatment is not available.

If emergency treatment is needed, please contact the administration of Rural Dentistry at +299 344016 during the hours of 8-16 on weekdays.

The information on attachment 1 should be provided when contacting the administration of Rural Dentistry.

Emergency treatment is possible if a dentist is present. District dental clinics are located throughout the country.

The tourist is responsible for arranging transportation and covering transportation expenses to the designated treatment location. Additionally, there will be expenses for the emergency treatment itself.