



CHECKLIST FOR NATIONAL CONTACT POINTS

*for good patient information
provision on cross-border
healthcare¹*

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Incoming Patients*

"Do you have a question regarding accessing healthcare in another EU*/EEA* Member State or Switzerland* and your rights and entitlements in cross-border healthcare*?"

Directive 2011/24/EU* points out the need of appropriate and clear information on all aspects of cross-border healthcare* in order to enable patients to exercise their rights in practice. National Contact Points* for Cross-border Healthcare (NCPs) bear crucial responsibility for such information provision to mobile patients.

Following document expands a checklist for good patient information provision, that in your role as *NCP of the Member State of treatment** should be included on your website and in direct personal counselling of incoming patients*.

Disclaimer

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¹ For each word or concept in this manual directly followed by an asterisk (*), corresponding definitions and explanations are provided in the accompanying alphabetical glossary.

Compulsory information to provide to incoming patients

① Healthcare providers

1.1. General information on healthcare providers

- ✓ Provide an overview of the regulated healthcare professions in your country
- ✓ Inform patients on the education, recognition and licensing of healthcare providers
- ✓ Inform patients on which healthcare providers are working under the social security system and are entitled to provide covered healthcare services
- ✓ Provide information on supervision and assessment of healthcare providers, including information on medical professional associations and commissions responsible for such supervision and assessment
- ✓ Make patients aware of their entitlements to receive information from their treating healthcare providers under Directive 2011/24/EU*, *including*
 - *Information on the healthcare they provide, including for example information on the treatment procedure, the anticipated outcome, possible detriments, risks of treatment and follow-up care* as well as information on different treatment alternatives*
 - *Information on prices*
 - *Information on the healthcare provider's authorisation and registration status, that is proof of his license to practice medicine*
 - *Information on the healthcare provider's insurance cover or other means of personal or collective protection with regard to professional liability*
- ✓ Provide the contact information of health centres and hospitals located in your country

1.2. A specific healthcare provider

- ✓ Provide information on a specific healthcare provider's right to practice medicine or any restrictions to this right

② Quality and safety

2.1. Quality and safety standards and guidelines

- ✓ Inform patients on the quality and safety standards and guidelines enforced in your territory

2.2. Healthcare providers subject to these standards and guidelines

- ✓ Inform patients on which healthcare providers, hospitals or health facilities are subject to the quality and safety standards and guidelines enforced in your country

③ Accessibility of hospitals

- ✓ Provide patients with information on the accessibility of hospitals or other health facilities for persons with disabilities, as well information on the accessibility of a specific hospital or health facility
- ✓ Provide information on the applicable national legislation
- ✓ Inform patients on the institutions competent to ensure and monitor accessibility of hospitals or other health facilities
- ✓ Provide information on the procedures to complaint and seek redress in case the patient is of the opinion that his or her rights to accessibility has not been respected

④ Malpractice

4.1. Right to file a complaint and to seek redress

- ✓ Inform patients on their rights regarding quality of care and patient safety and their right to file a complaint and to seek redress in case of harm or malpractice

4.2. Procedural aspects

- ✓ Provide information on complaints procedures
- ✓ Inform patients on the existing mechanisms for seeking remedies
- ✓ Provide information on the legal and administrative options available to settle disputes, including in the event of harm arising from cross-border healthcare*
- ✓ Provide information on competent institutions and on where to direct a claim
- ✓ Make sure patients are aware of the applicable time limits for filling with each competent institution or agency

⑤ Patients' rights

4.1. Patients' rights

- ✓ Provide incoming patients with information on the rights patients enjoy under Directive 2011/24/EU* as well as under the national legislation of your country, *including information on the right to non-discrimination based on nationality regarding access to healthcare, right to equal prices, right to informed consent, right to access medical records*, right to complaint and seek redress, right to privacy and data protection,....*

4.1. Procedures to file a complaint

- ✓ Provide information on the applicable complaints procedures in case the patient is of the opinion that his or her rights as a patient has not been respected

⑥ National Contact Points

- ✓ Inform patients on which information the NCP of their home country* is obliged to provide them with
- ✓ Make patients aware of the importance to contact the NCP of their home country*
- ✓ Provide patients with contact details and links to the websites of other NCPs

As a matter of good NCP practice

⑦ Patients' rights and entitlements

7.1. Cross-border healthcare

- ✓ Inform patients from other EU*/EEA* countries or Switzerland* on their rights and entitlements to seek healthcare in your country
- ✓ Provide general information on the Social Security Regulations (EC) 883/2004 and 987/2009* and Directive 2011/24/EU*

7.2. Unplanned treatment

- ✓ Inform patients on their right to medically necessary treatment* during a temporary stay, such as holiday, business trip or studying in your country
- ✓ Inform patients on the need to present a valid European Health Insurance Card*
- ✓ Explain patients to call 112 in case of emergencies during their stay

7.3. Planned treatment

- ✓ Inform patients on their right to seek treatment in your country
- ✓ Inform patients that prior authorisation from their national health service*/ health insurance provider* at home may be required in order to be entitled to assumption of costs

7.4. Prescriptions

- ✓ Inform patients on their right to present prescriptions that have been issued in your country either to a pharmacy located there or to a pharmacy upon return home
- ✓ Inform patients about the fact that not every medicine is available or authorised for sale in every EU*/EEA* country
- ✓ Inform patients on the application of the legislation of the country where the prescription is dispensed (e.g. with regard to dosage regime)

7.5. NCP of the patient's home country

- ✓ Make patients aware of the importance to contact the NCP in their home country* for more information on their rights and entitlements before travelling abroad
- ✓ Inform patients on which information the NCP of their home country* is obliged to provide them with

⑧ Healthcare system

- ✓ Provide patients with information on the healthcare system, *including information on healthcare authorities, payment methods (third-party payment*/upfront payment*), co-payment,...*

⑨ Language of treatment

- ✓ Inform patients on the language of treatment in your country
- ✓ Make patients aware of the possibility that they may have to arrange interpretation

⑩ Medical records

- ✓ Inform patients on the rights regarding medical records (e.g. content, storage, use) in your country
- ✓ Inform patients on their right to access or at least one copy of the medical records documented by the treating healthcare provider/hospital
- ✓ Inform patients on the importance of transfer of medical records and possible need of translation

⑪ Follow-up care

- ✓ Inform patients on the importance of arranging follow-up care* upon return home

