

- Self-assessment (ideal) NCP practice -

NB. this sheet does not take into account possible constraints related to competences or human and financial resources

ASSESSMENT NCP PRACTICE		NCP:		Date:	
Indicator	Indicator detail	Practices and processes the NCP organisation has in place to meet this indicator	Evaluation indicator	Improvement action	Required by date
Guiding Principle:		Visibility			
Guideline:		NCPs are highly visible and easy to find and recognise as appropriate			
NCPs conduct an every day informative function	The NCP website should be easy to find through Google, Yahoo, Bing, URL bar,..		<input type="checkbox"/> Met	/...../.....
			<input type="checkbox"/> Partially met		
			<input type="checkbox"/> Not met		
NCP website	the NCP has an independent website or at least a dedicate webpages, which is easily accessible and provides all necessary information in accordance with Directive 2011/24/EU		<input type="checkbox"/> Met	/...../.....
			<input type="checkbox"/> Partially met		
			<input type="checkbox"/> Not met		
Clear statement of the NCP function provision of the NCP's contact details	Information is provided on the tasks, responsibilities, competences and organisaion of the NCP. Besides, information is provided on how the NCP can be contacted (communication channels).		<input type="checkbox"/> Met	/...../.....
			<input type="checkbox"/> Partially met		
			<input type="checkbox"/> Not met		
Guideline:		When this is within the responsibility of the NCP and subject to available resources, NCPs try to be engaged in campaigns indented to inform the general public of their existence.			
Participation in conferences or events of patient organisations, healthcare providers or other stakeholders	The NCP tries to attend stakeholder's events on a regular basis, in order to increase visibility of the NCP function.		<input type="checkbox"/> Met	/...../.....
			<input type="checkbox"/> Partially met		
			<input type="checkbox"/> Not met		
Guideline:		To map the awareness of the existence of NCPs, and as far as possible NCPs collect data on the number of patients making use of the NCP service.			
Information requests estimates	The NCP collects information on the number of information requests it receives a month.		<input type="checkbox"/> Met	/...../.....
			<input type="checkbox"/> Partially met		
			<input type="checkbox"/> Not met		
Website traffic estimates	The NCP collects information on the number of visiitors the NCP website is generating. Very low numbers may indicate the need to improve visibility and accessibility of the NCP website.		<input type="checkbox"/> Met	/...../.....
			<input type="checkbox"/> Partially met		
			<input type="checkbox"/> Not met		

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Guiding Principle:	Accessibility				
Guideline:	NCPs have an accessible website that is informative and contains clear, structured and understandable information.				
Structured format	The information on the website is provided in a structured manner, e.g. the use of headings, sub-headings, short paragraphs, bullets/lists,... The website has a clear content and is easy to navigate, e.g. through an internal search engine, sitemap or content tree.		<input type="checkbox"/> Met	/...../.....
			<input type="checkbox"/> Partially met		
			<input type="checkbox"/> Not met		
Clear and understandable information	The website contains clear and understandable information, e.g. through the use of FAQs, a glossary, visual tools, guides and checklists,...		<input type="checkbox"/> Met	/...../.....
			<input type="checkbox"/> Partially met		
			<input type="checkbox"/> Not met		
Reviewing of the NCP website on a regular basis, with a minimum standard of once a year	The website is reviewed on a regular basis, this includes the regular revision of the accuracy of contact details, factual accuracy, making improvements based on users' feedback,...		<input type="checkbox"/> Met	/...../.....
			<input type="checkbox"/> Partially met		
			<input type="checkbox"/> Not met		
Guideline:	Subject to available resources and as appropriate, NCPs are accessible for direct and barrier-free personal patient advice, e.g. via email, postal service, online contact forms, telephone, or in person.				
Multiple contact channels	NCPs provide multiple communication channels for direct patient counseling, e.g. telephone, postal mail, email, in person, online contact form, live chat, social media,...		<input type="checkbox"/> Met	/...../.....
			<input type="checkbox"/> Partially met		
			<input type="checkbox"/> Not met		
Avoidance of standard responses	The use of Interactive Voice Response is avoided. When IVR is inevitable, a clear routing of callers with questions on cross-border healthcare is guaranteed. The use of standard email response is avoided. The only exception is made for automated responses, informing that an enquiry is being processed.		<input type="checkbox"/> Met	/...../.....
			<input type="checkbox"/> Partially met		
			<input type="checkbox"/> Not met		

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Guideline:	Depending on the available resources, NCPs try to provide information besides the national official language(s), in foreign languages, at least English, making the service also accessible for incoming patients.				
Information provision in all national languages	The NCP provides equal information on the NCP website and in direct patient counseling, in all of the national languages of the country the NCP is residing in.		<input type="checkbox"/> Met	/...../.....
			<input type="checkbox"/> Partially met		
			<input type="checkbox"/> Not met		
Information provision in English	In order to comply with art. 6(5) , the NCP provides information in English (knowing that English is well-established as the world's lingua franca, and propably understand by the largest number of incoming patients). Information provided in any other language is a plus.		<input type="checkbox"/> Met	/...../.....
			<input type="checkbox"/> Partially met		
			<input type="checkbox"/> Not met		

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Guiding Principle:	Inclusion				
Guideline:	Subject to available resources, NCPs offer informed assistance to help patients with disabilities to understand and exercise their rights in accessing healthcare abroad. Information provision by NCPs is provided in formats that are easily accessible for patients with disabilities, as appropriate.				
Inclusive ways of communication	The NCP takes necessary measures (within the limits of its resources) to ensure that information is accessible by all patients, e.g. by the provision of information in alternative formats, such as audio, large text, braille version,...		<input type="checkbox"/> Met	/...../.....
			<input type="checkbox"/> Partially met		
			<input type="checkbox"/> Not met		
Extra software to increase accessibility of the NCP website	The NCP website provides extra software to increase the accessibility of the website for people with disabilities, such as screen reader compatibility, alt-text for images, font size adjuster, high contrast mode, keyboard navigation, sitemap, transcripts,... (in line with the obligation under the W3C Web Content Accessibility Guidelines 2.0.)		<input type="checkbox"/> Met	/...../.....
			<input type="checkbox"/> Partially met		
			<input type="checkbox"/> Not met		
Guideline:	Subject to available resources, NCPs arrange for education and training of their staff on the specific needs of patients with disabilities, taking into consideration different types of disabilities.				
Education and training of NCP staff	The NCP tries to make sure (within the limits of its resources) that the NCP's staff receives the necessary education and training on disability communication, including appropriate terminology and way of speaking		<input type="checkbox"/> Met	/...../.....
			<input type="checkbox"/> Partially met		
			<input type="checkbox"/> Not met		

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Guiding Principle:	Duality				
Guideline:	In accordance with Directive 2011/24/EU, NCPs make a clear distinction between information provision to outgoing patients and information provision to incoming patients.				
Distinguished information	NCPs make a distinction in information provision towards outgoing and incoming patients (content of information, language, different webpages/sections intended for outgoing or incoming patients,..)		<input type="checkbox"/> Met	/...../.....
			<input type="checkbox"/> Partially met		
			<input type="checkbox"/> Not met		
Guideline:	NCPs facilitate the contact of patients with NCPs of other Member States.				
Contact details of other NCPs	The NCP provides patients with contact details of other NCPs		<input type="checkbox"/> Met	/...../.....
			<input type="checkbox"/> Partially met		
			<input type="checkbox"/> Not met		
Links to other NCPs' websites	The NCP website provides links to other NCPs' websites		<input type="checkbox"/> Met	/...../.....
			<input type="checkbox"/> Partially met		
			<input type="checkbox"/> Not met		
Referral to other NCPs	When necessary, the NCP refers patients to the other competent NCP (NCP of the MS of treatment or affiliation, resp.)		<input type="checkbox"/> Met	/...../.....
			<input type="checkbox"/> Partially met		
			<input type="checkbox"/> Not met		

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Guiding Principle:	Information to outgoing patients in accordance with Directive 2011/24/EU				
Guideline:	NCPs provide outgoing patients with information on patients' rights and entitlements in cross-border health services				
Information on the legal framework for patients' rights to cross-border healthcare	The NCP provides information on the patient's right to cross-border healthcare under Directive 2011/24/EU and under EU Regulation 883/2004. The NCP makes sure that distinctive information is provided on planned and unplanned healthcare abroad.		<input type="checkbox"/> Met	/...../.....
			<input type="checkbox"/> Partially met		
			<input type="checkbox"/> Not met		
Information on patients' rights to cross-border healthcare	The NCP provides information on the patient's right to cross-border healthcare under Directive 2011/24/EU and under EU Regulation 883/2004, including information on the right to enjoy assumption of costs for treatment abroad, the use of prescriptions abroad,...		<input type="checkbox"/> Met	/...../.....
			<input type="checkbox"/> Partially met		
			<input type="checkbox"/> Not met		
Up-to-date information on patients' rights:	Legislative or regulatory amendments or revisions are followed closely. Patients are always provided with the most up-to-date information available		<input type="checkbox"/> Met	/...../.....
			<input type="checkbox"/> Partially met		
			<input type="checkbox"/> Not met		
Guideline:	NCPs inform patients on the existence of two parallel routes if appropriate. They make a clear distinction on the use of the Social Security Regulations versus Directive 2011/24/EU, and the respective consequences for patients.				
Information on EU legal framework	NCPs provide information on both the EU Regulation 883/2004 and Directive 24/2011, including information on their specific scope of application their scope of application and corresponding advantages and disadvantages.		<input type="checkbox"/> Met	/...../.....
			<input type="checkbox"/> Partially met		
			<input type="checkbox"/> Not met		
Guideline:	NCPs provide outgoing patients with information on the financial aspect of cross-border healthcare. They provide information on the terms and conditions for receiving reimbursement of costs and on what extra costs need to be covered by the patient him-/herself, including information on the procedures and competent authorities for accessing and determining those entitlements, as well as on the procedures for appeal and redress.				

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Information on reimbursement and rates	The NCP provides information on reimbursement and rates, including on the need of referral and information for patients insured under the social security system but living in another country.		<input type="checkbox"/> Met	/...../.....
			<input type="checkbox"/> Partially met		
			<input type="checkbox"/> Not met		
Information on the conditions and procedure for obtaining reimbursement	The NCP provides information on the conditions and procedure for obtaining reimbursement, including information on terms for reimbursement		<input type="checkbox"/> Met	/...../.....
			<input type="checkbox"/> Partially met		
			<input type="checkbox"/> Not met		
Guideline:	NCPs inform patients on the importance of gathering sufficient information about the treatment and healthcare provider abroad. They refer the patient for this information to the NCP of the Member State of treatment.				
Information on the need to contact the NCP of the MS of treatment	The NCP provides information on the need to contact the NCP of the MS of treatment for more information about healthcare in that country.		<input type="checkbox"/> Met	/...../.....
			<input type="checkbox"/> Partially met		
			<input type="checkbox"/> Not met		
Guideline:	NCPs inform patients on the importance of the transfer of medical records. Patients should be cautioned on the risk of receiving treatment without such transfer.				
Information on medical records	NCPs inform patients on their right to access/copy medical records in accordance with Directive 2011/24/EU, including information on the risks in case of no proper transfer, possible need for translation, need for thorough documentation by the treating provider abroad,...		<input type="checkbox"/> Met	/...../.....
			<input type="checkbox"/> Partially met		
			<input type="checkbox"/> Not met		

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Guiding Principle:	Information to incoming patients in accordance with Directive 2011/24/EU				
Guideline:	NCPs inform patients on the importance of gathering sufficient information on needed application forms and reimbursement. They refer the patient for this information to the NCP of the Member State of affiliation.				
Referral to other NCPs	The NCP of the MS of treatment informs incoming patients on the importance of being well-informed on prior-authorisation and reimbursement. They refer the patient for this information to the NCP of the Member State of affiliation.		<input type="checkbox"/> Met	/...../.....
			<input type="checkbox"/> Partially met		
			<input type="checkbox"/> Not met		
Guideline:	To make patients acquainted with healthcare in their country, NCPs provide incoming patients with general information on their healthcare system, as it pertains to the individual patient as appropriate.				
Information on the healthcare and social security system	The NCP provides information on the healthcare and the social security system, including information on which care is covered by the statutory health insurance, on healthcare tariffs, on availability of treatment (including information on waiting lists)		<input type="checkbox"/> Met	/...../.....
			<input type="checkbox"/> Partially met		
			<input type="checkbox"/> Not met		
Guideline:	To ensure safe cross-border treatment, NCPs provide incoming patients with general information on quality and safety standards enforced in their MS, as well as information on which healthcare providers are subjected to these standards.				
Information on quality and safety	The NCP provides information on applicable quality and safety standards, including e.g. standards for discharge and continuity of care, on the bodies responsible for these standards and on which healthcare providers are subject to them.		<input type="checkbox"/> Met	/...../.....
			<input type="checkbox"/> Partially met		
			<input type="checkbox"/> Not met		
Information on quality of care	When such information is available, the NCP provides patients with information on e.g. treatments per year per facility, patient satisfaction ratings,..		<input type="checkbox"/> Met	/...../.....
			<input type="checkbox"/> Partially met		
			<input type="checkbox"/> Not met		
Guideline:	NCPs provide incoming patients with accurate information on healthcare providers and healthcare facilities established in their MS in so far as possible. NCPs provide general information on supervision and assessment of healthcare providers. Besides, NCPs inform patients on a specific provider's right to provide services or any restrictions on this practice, e.g. suspension, as available via the IMI or the NCP network.				

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General information on healthcare providers	The NCP provides patients with information on their rights in case something goes wrong or they are unsatisfied. They provide information on the applicable procedures to file a complaint or to settle a dispute, including information on patient insurance and seeking damages.		<input checked="" type="checkbox"/> Met	/...../.....
			<input type="checkbox"/> Partially met		
			<input type="checkbox"/> Not met		
Assistance in searching for healthcare providers	When such information is available, the NCP provides information on finding healthcare providers and healthcare facilities, including providing links to search engines for healthcare providers and healthcare facilities		<input checked="" type="checkbox"/> Met	/...../.....
			<input type="checkbox"/> Partially met		
			<input type="checkbox"/> Not met		

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Guiding Principle:	Information to healthcare providers				
Guideline:	NCPs provide healthcare providers with information on patients' rights and entitlements in cross-border healthcare under Directive 2011/24 and the Social Security Regulations				
information intended for healthcare providers	The NCP website provides a separate page/section intended for healthcare providers, including information on patients' rights in cross-border healthcare and the EU legal framework. They also inform healthcare providers on e.g. documents patients have to present under EU Regulation 883/2004, on equal prices, on billing, on patients' rights to access medical records, on cross-border use of prescriptions,...		<input type="checkbox"/> Met	/...../.....
			<input type="checkbox"/> Partially met		
			<input type="checkbox"/> Not met		
Guideline:	NCPs provide healthcare providers with information on their duty to provide information towards their patients according to Directive 2011/24/EU.				
Information on healthcare providers' duties and responsibilities	NCPs inform healthcare providers on their duties, including e.g. information on the patient's right to informed consent, on treatment options, waiting lists, availability of treatment, alternatives, prices, information on the healthcare provider's authorisation status, professional liability,....		<input type="checkbox"/> Met	/...../.....
			<input type="checkbox"/> Partially met		
			<input type="checkbox"/> Not met		

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Guiding Principle:	Cooperation amongst NCPs				
Guideline:	NCPs should maintain partnerships amongst each other, making it easy to exchange information and build on each other's best practices.				
Partnership and cooperation amongst NCPs	The NCP cooperates with other NCPs, e.g. through the participation to workshops, exchange of information and best practices,.. The NCP tries to make use (within the limits of its resources) of specific dedicated communication channels.		<input type="checkbox"/> Met	/...../.....
			<input type="checkbox"/> Partially met		
			<input type="checkbox"/> Not met		
Guideline:	NCPs should assist each other in answering patients' inquiries and finding solutions that are the best fit for the specific patient's needs during the entire process of treatment abroad.				
Information exchange NCPs	Information exchange takes place with other NCPs, especially between the NCP of the MS of affiliation and the NCP of the MS of treatment.		<input type="checkbox"/> Met	/...../.....
			<input type="checkbox"/> Partially met		
			<input type="checkbox"/> Not met		