



EUROPEAN COMMISSION  
HEALTH & CONSUMERS DIRECTORATE-GENERAL

Health systems and products  
Healthcare systems

Brussels, 13/11/2015

## **COORDINATION MEETING OF REPRESENTATIVES OF NATIONAL CONTACT POINTS (NCPs)**

**(CROSS-BORDER HEALTHCARE EXPERT GROUP)**

**2 DECEMBER 2015, 10:00-16:30**

**BRUSSELS**

**VENUE: ALBERT BORSCHETTE**

**ROOM: AB-2D**

### **OBJECTIVES:**

- Update the Group about experiences implementing the Directive 2011/24/EU;
- Exchange views on further joint work of the NCPs Expert Group;
- Reflect on the end-user perspective and how to enhance that experience.

### **AGENDA**

- 1. WELCOME AND INTRODUCTORY REMARKS - EC**
- 2. IMPLEMENTATION OF THE DIRECTIVE FROM THE NCP PERSPECTIVE**
  - 2.1. Information point: Report on the operation of Directive 2011/24/EU on the application of patients' rights in cross-border healthcare – EC**
  - 2.2. Evaluative study<sup>1</sup> published in May 2015 on the operation of the Directive 2011/24/EU – including a review of NCP websites – EC**
  - 2.3. Exchange of views on basis of the discussion paper ref. SANTE NCP 2/12/2015**

As indicated in the Eurobarometer survey<sup>2</sup> fewer than two out of ten citizens feel that they are informed about their cross-border healthcare rights.

---

<sup>1</sup> <http://ec.europa.eu/digital-agenda/en/news/final-report-evaluative-study-cross-border-healthcare-directive>

<sup>2</sup> [http://ec.europa.eu/public\\_opinion/archives/ebs/ebs\\_425\\_sum\\_en.pdf](http://ec.europa.eu/public_opinion/archives/ebs/ebs_425_sum_en.pdf)

The main objectives of this exchange of views are to:

- identify main obstacles to delivering better information to patients;
- identify means to enhance collaboration of NCPs.

<b>LUNCH BREAK (13:00-14:30)</b>
----------------------------------

**3. PROVIDING INFORMATION TO CITIZENS FROM THE PATIENTS PERSPECTIVE**

**3.1. Realities faced by patients when using the Directive – European Patients Forum**

**3.2. Exchange of views**

**4. WORKING TOGETHER**

**4.1. Presentation of the results of the data collection exercise – Mr. Jonathan Olsson**

**4.2. Use of IMI (Internal Market Information system) in the area of Patient's rights – EC**

**4.3. Mapping study on patients' rights in MS – Consortium**

**5. AOB**