

Guiding Principles and Indicators for National Contact Points under Directive 2011/24/EU:

User's Guide

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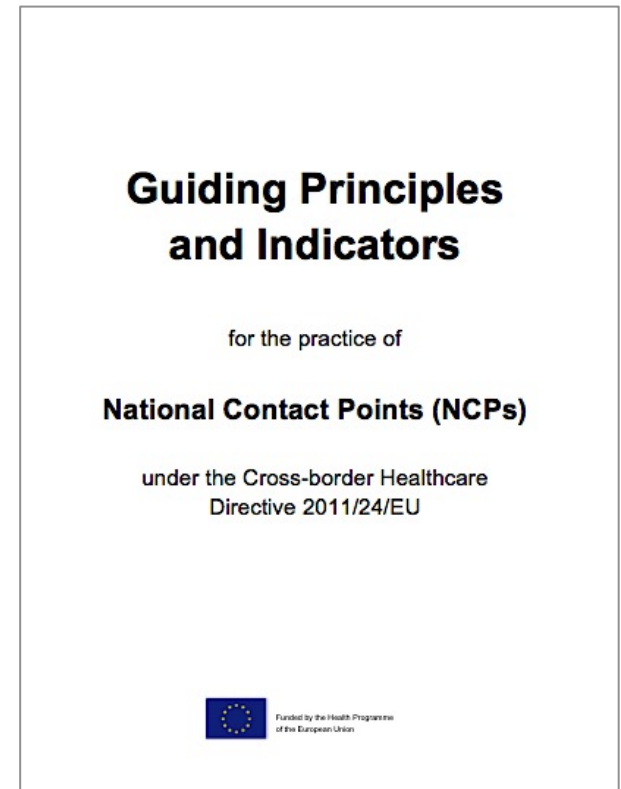


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Outline

1. Introduction on the *Guiding Principles and Indicators*
2. How to use *the Guiding Principles and Indicators*?
3. NCPs' agreement
4. Overview of the Guiding Principles



I. Introduction on the *Guiding Principles and Indicators*

National Contact Points under Directive 2011/24/EU:

- Are key players in facilitating information provision to mobile patients
- Provide information on the main aspects of cross-border healthcare
- Enable cooperation between health actors and patient organisations of different countries
- Are identified as having a crucial role in the success or failure of the implementation of Directive 2011/24/EU

I. Introduction on the *Guiding Principles and Indicators*

Current difficulties encountered by patients in cross-border healthcare:

- Inequalities in accessing health services abroad
- Lack of awareness on patients' rights to access health services abroad
- Lack of information on the differences between the cross-border healthcare under the Social Security Regulations and under Directive 2011/24/EU
- Lack of awareness on the existence of national contact points
- Difficulties in accessing medical records
- Difficulties in being able to pay for the treatment privately (upfront payment)
- Difficulties in obtaining reimbursement
- Lack of information on prior authorisation
- Lack of information on costs and reimbursement
- Information often too complex and difficult to understand
- Lack of comparable information on quality and safety
- ...

→ NCPs could play an important role in tackling these problems

I. Introduction on the *Guiding Principles and Indicators*

How can NCPs play an important role in enhancing patients' possibilities to access health services abroad?

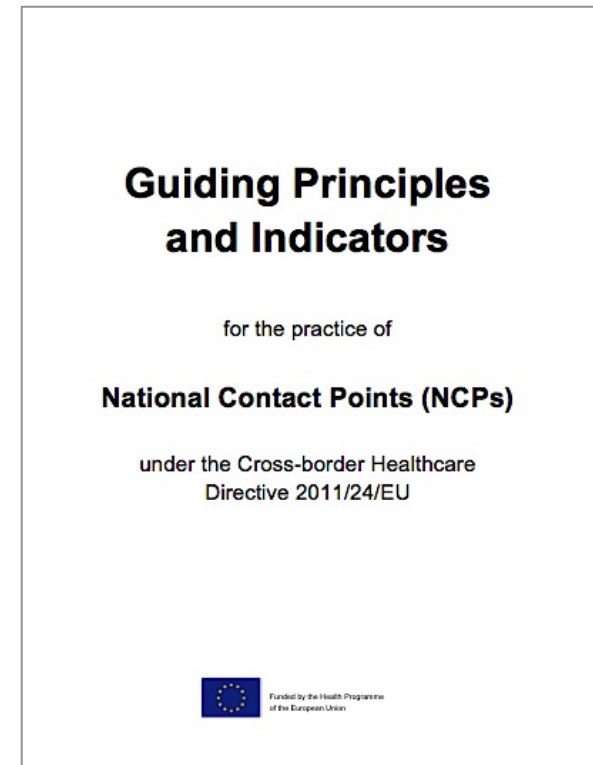
- **By raising awareness amongst patients on their rights to cross-border healthcare and on the existence of NCPs**
- **By providing clear, understandable and accurate information**
- **By encouraging Member States and health insurance providers in limiting the financial and other obstacles for patients**
- **By providing comparable information**
- **By assisting patients with disabilities in exercising their rights to cross-border healthcare**
- **By cooperating closely with other actors, such as healthcare providers, health insurance providers and patient organisations**
- **By cooperating closely with each other and by learning from each other**
- **By evolving to a more common and uniform way of information provision by NCPs**

I. Introduction on the *Guiding Principles and Indicators*

“Guiding Principles and Indicators for the practice of National Contact Points (NCPs) under the Cross-border Healthcare Directive 2011/24/EU”

Aim:

- Set out key principles for good NCP services, in line with NCPs’ obligations under Directive 2011/24/EU
- Contribute to a NCP practice that is
 - 1) more uniform
 - 2) of high quality, and
 - 3) always patient-oriented.
- While leaving room for the existing differences between NCPs and how they are organised



I. Introduction on the *Guiding Principles and Indicators*

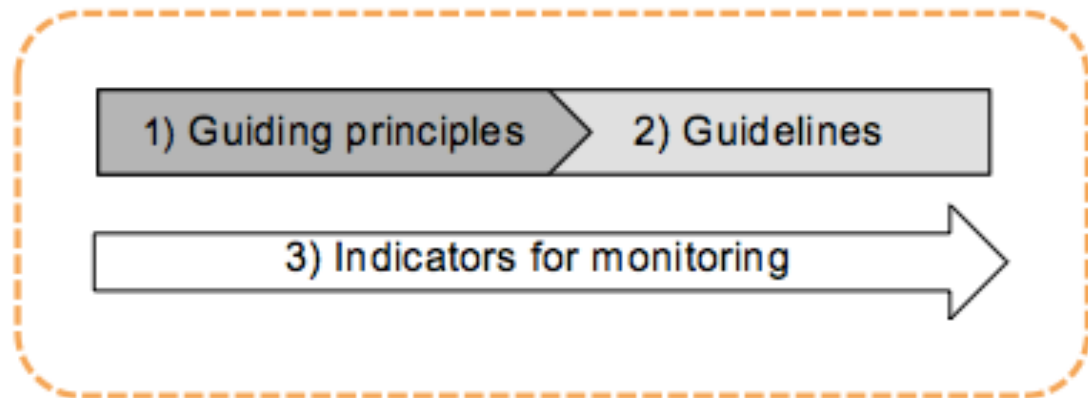
Main areas covered under the Guiding Principles:

- Accessibility and availability of the NCP service
- Compatibility of information provision with the legal requirements under Directive 2011/24/EU
- Cooperation between NCPs and with other actors

II. How to use *the Guiding Principles and Indicators?*

Methodology:

- Nine general **Guiding Principles**
- Guiding Principles are translated in more technical **Guidelines**
- Guidelines are monitored through a set of voluntary thematic **Indicators**



II. How to use *the Guiding Principles and Indicators?*

Methodology:

- Part 1: Guiding Principles and Guidelines
- Part 2: Voluntary Thematic Racer Indicators
 - » Relevant, Accepted, Credible, Easy and Robust
- (Source material for further consideration = Proposed indicators and Guidelines that did not find common approval)

Example:

- Guiding Principle:
Principle of Accessibility
- Guideline:
“NCPs have an accessible website that is informative and contains clear, structured and understandable information”
- Thematic Indicators:
“Structured format”, “Clear and understandable information”, “Reviewing of the NCP website on a regular basis”

II. How to use *the Guiding Principles and Indicators*?

- The **indicators** are variables that can be used to measure the performance of NCPs in the light of the Guidelines for good NCP practice.
- All indicators are tested on:
 - **Relevance:**
 - Indicators are closely linked to the objectives to be reached by the guidelines.
 - **Acceptance:**
 - Indicators are built on already established good NCP practice.
 - **Credibility:**
 - Indicators are unambiguous, easy to interpret and to evaluate.
 - **Easiness to monitor:**
 - Indicators are easy to monitor, at low resources and minimum time.
 - **Robustness:**
 - Indicators are robust against manipulation, reliable and easily validated.
- NCPs should aim for an optimal uptake of all indicators. However, uptake must at any time be considered taking into account the NCP's and country's specific context.

III. NCPs' agreement

- **The Guiding Principles are established based on a two-way approach:**
 - a version consisting of the research-based proposal for guiding principles, guidelines and indicators (upstream)
 - and a post NCP consultation version (downstream)
- **The Guiding Principles were discussed at the NCP Workshop of 8 March 2018 and following further consultations, agreed with the consent of all cross-border healthcare NCPs.**

IV. Overview of the Guiding Principles

General Principles:

- 1) Principle of Visibility
- 2) Principle of Accessibility
- 3) Principle of Transparency
- 4) Principle of Inclusion

Information provision in accordance with Directive 2011/24/EU:

- 6) Principle of Duality
- 7) Principle of Information to outgoing patients in accordance with the Directive
- 8) Principle of Information to incoming patients in accordance with the Directive

Cooperation:

- 6) Principle of information to healthcare providers
- 10) Principle of Cooperation

***For more information on the Guiding Principles
and Indicators, for your comments and feedback,
please contact Crossborder@ecorys.com***

