



CHECKLIST FOR NATIONAL CONTACT POINTS

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

Checklist for National Contact Points

for good information provision in cross-border healthcare¹

National health services*/ health insurance providers*

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.

Besides, NCPs are obliged to inform patients indirectly, through the provision of information to other actors in cross-border healthcare*, such as healthcare providers, national health services*/ health insurance providers* and patient organisations.

The following document expands a checklist for good information provision to national health services*and health insurance providers*.

Disclaimer

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



Information to the own national health service*/ health insurance provider*

- ✓ Provide national health services*/ health insurance providers* with information on your NCP organisation
- ✓ Provide national health services*/ health insurance providers* with information on the national health service*/ health insurance provider of the country of treatment*
- ✓ Provide national health services*/ health insurance providers* with information on available treatment in other EU*/EEA* countries or Switzerland*. Collect this information from the National Contact Point* in the country of treatment*
- ✓ Provide national health services*/ health insurance providers* with information on the healthcare system of another EU*/EEA* country or Switzerland*. Collect this information from the National Contact Point* in the country of treatment*
- ✓ Provide national health services*/ health insurance providers* with information on quality and safety standards that are in place in the country of treatment*. Collect this information from the National Contact Point* in the country of treatment*
- ✓ Provide national health services*/ health insurance providers* with information on a foreign provider's registration status under the social security scheme. Collect this information from the National Contact Point* in the country of treatment*
- ✓ Provide national health services*/ health insurance providers* with information on waiting lists in the country of treatment*. Collect this information from the National Contact Point* in the country of treatment*
- ✓ Provide national health services*/ health insurance providers* with information on any system of GP* referral in the country of treatment*. Collect this information from the National Contact Point* in the country of treatment*
- ✓ Provide national health services*/ health insurance providers* with information on any restrictions to the hospital admission of foreign patients that are in place in the country of treatment*. Collect this information from the National Contact Point* in the country of treatment*

Information to the foreign national health service*/ health insurance provider*

- ✓ Provide foreign national health services*/ health insurance providers* with information on your NCP organisation
- ✓ Provide foreign national health services*/ health insurance providers* with information on the national health service*/ health insurance provider in your country
- ✓ Provide foreign national health services*/ health insurance providers* with information on the healthcare system in your country
- ✓ Provide foreign national health services*/ health insurance providers* with information on available treatment in your country
- ✓ Provide foreign national health services*/ health insurance providers* with information on a specific healthcare provider's registration status under the social security scheme
- ✓ Provide foreign national health services*/ health insurance providers* with information on quality and safety standards that are in place
- ✓ Provide national health services*/ health insurance providers* with information on waiting lists
- ✓ Provide national health services*/ health insurance providers* with information when a referral system is in place
- ✓ Provide foreign national health services*/ health insurance providers* with information on any restrictions to the hospital admission of foreign patients. Collect this information from the National Contact Point* in the country of treatment*

