CHECKLIST FOR NATIONAL CONTACT POINTS

for good patient information provision on cross-border healthcare
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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