

EU-PATIENTEN.DE



Cross-border health care – two legal instruments of the European Union

Experiences of the German NCP

NCP – Recommendations from the EPF

The NCP website:

- ✓ is easy to find through Google
- ✓ is easy to navigate
- ✓ has content that is informative and clearly structured
- ✓ includes visual tools where appropriate, such as infographics and video
- ✓ includes real patients' stories and testimonies
- ✓ includes FAQs, guides and checklists
- ✓ includes a simple mechanism for patients to submit applications
- ✓ has an interactive feedback facility
- ✓ links to other relevant websites, such as the national health authorities, health providers and patient organisations.

Main Conclusions and Recommendations arising from the EPF series of Regional Conferences 2013-14

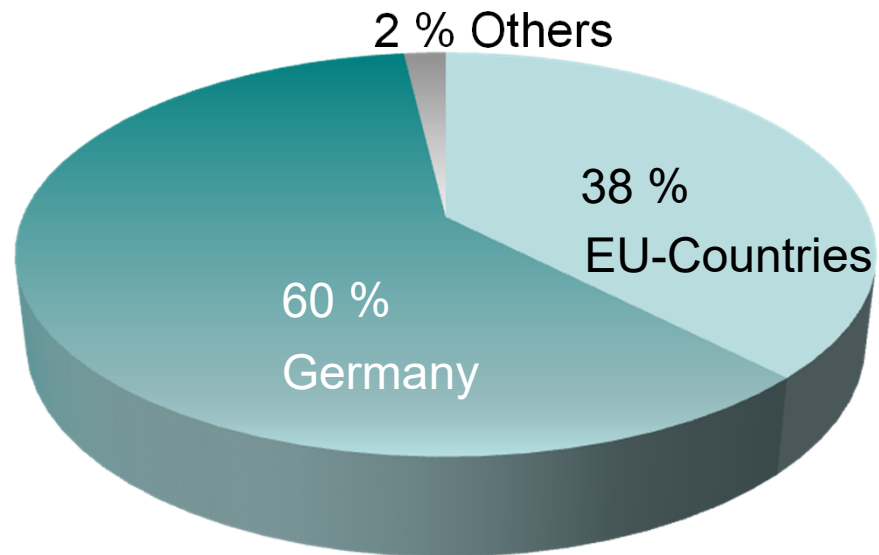
The website should contain information
Before, during and after treatment

NCP Germany – Implementation on the Web

- Easy to find – www.eu-patienten.de
- Easy to navigate, clearly structured, FAQ
 - [Treatment in Germany](#)
 - [Treatment in another EU country](#)
 - [Information for health insurance funds](#)
 - [Information for healthcare providers](#)
 - [FAQs](#)
 - [Glossary](#)
 - [Legal sources](#)
 - [About us](#)
- Feedback
- Structured information concerning the situation before, during and after treatment
- To the [website](#)

The figures of 2016

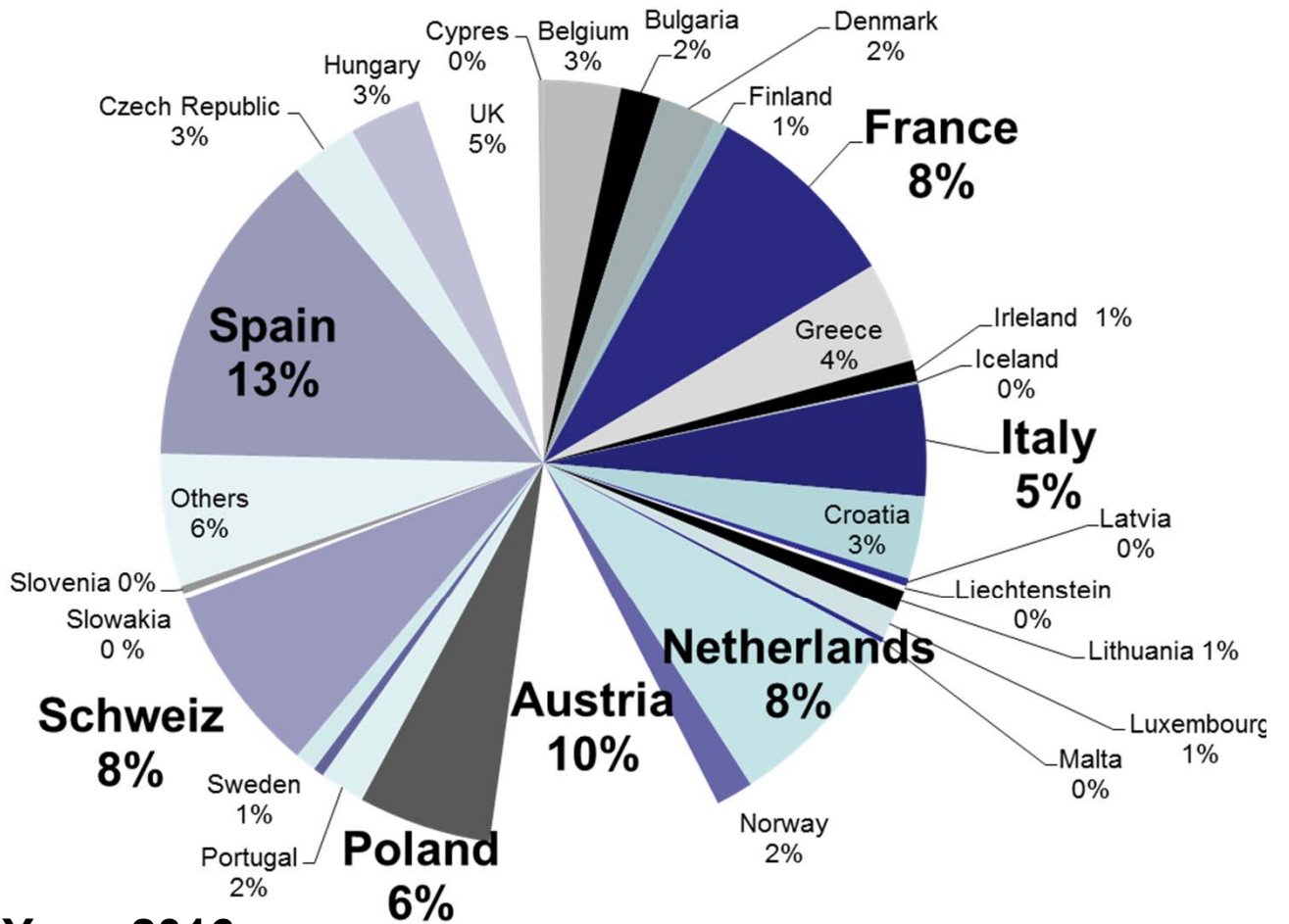
Periode: 2016
Ratio of the number of enquiries by country of treatment



Gesamt: 2.290

Where the patients want to be treated?

EU-Countries outside of Germany



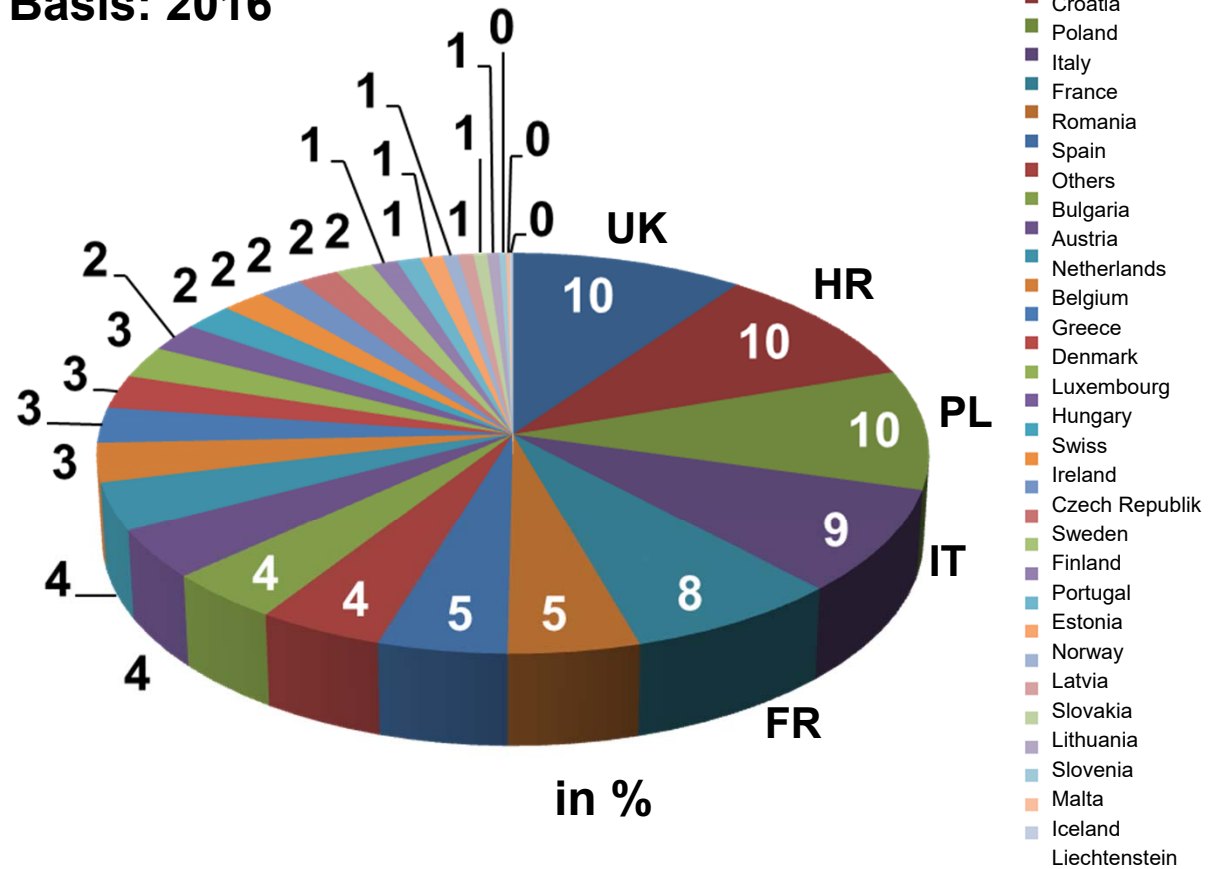
Year: 2016



Treatment in Germany

Where do the patients come from?

Basis: 2016



Experiences of the German NCP

- Where does cross-border healthcare plays an important role?
- Is cross-border healthcare a mass phenomenon?
- Patient questions?
- Directive or Regulation – A patient problem?