



Implementation of the Patient Directive in Finland

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Contents

- Finnish NCP: how is it organised and how do we serve?
- How is Patient Directive implemented in Finland?
- Knowing our customers
- What are we going to do?



Finnish NCP is sited in Kela

- NCPs are established to provide information about various issues concerning the right for health care services and how to use them within EU.
- NCP's tasks are statutory
 - ✓ [Act on Cross-Border Health Care](#) (in Finnish)
 - ✓ [Directive 2011/24/EU on the application of patients' rights in cross-border healthcare](#) (article 6)
- The Finnish NCP has operated since 1.1.2014. It's sited in Kela (the Social Insurance Institution) with separate funding from the Ministry of Social Affairs and Health.
- The staff in total is 4: head of unit, two international affairs counsellors and a communications counsellor



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Finnish NCP: How do we serve?

- www.choosehealthcare.fi is our main channel, which provides information about
 - ✓ freedom of choice in health care within Finland
 - ✓ Patients' rights and right for health care services in different international situations
 - ✓ Finnish health care system and how to seek care in Finland
 - ✓ information about using health care services in other countries.
- The site is in Finnish, Swedish, English, Sami and sign language
- The site is primarily targeted to the public but also to the healthcare personnel
- The site is provided by the NCP in cooperation with the Ministry of Social Affairs and Health, the National Institute for Health and Welfare and Kela.
- We also answer around 300-400 inquiries per year via e-mail



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Patient Directive in Finland

1. Patients are free to seek and use healthcare services abroad

- They don't need to notify Kela or other authorities in advance of the matter.
- Kela reimburses the costs of treatment given in an EU or EEA country or in Switzerland afterwards.
- Kela reimburses the costs on the same basis as private healthcare services in Finland. The treatment in question must be included in the range of services available in Finnish healthcare system
- The reimbursement rates are not high

2. Another possibility is to apply for prior authorisation (based on Regulation)

- If it's granted, the patient pays only the same customer fee as local patient would pay in equivalent circumstances. This is much more cheaper for the patient
- There are conditions under which the prior authorisation is granted.
- It's not really common in Finland: in 2016 only 126 out of 246 applications of prior authorisations were granted

3. Patients who are covered by health insurance in another EU country can freely seek treatment in Finland's public or private healthcare



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Knowing our customers

How do we get information about our customers?

- Direct contacts via e-mail
- Feedback from our webpage
- Events
- Questionnaire

In summer 2017 we made a webropol survey about cross-border health care. We wanted to know what kind of information needs Finnish people have.

- How well do they know their rights?
- In what kind of situations they need the information?
- What kind of attitudes and expectations do they have about using healthcare services?
- From where do they search for the information?

During two weeks, we reached 96 respondents via Facebook and Twitter.



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What did we find out?

(Read more [here](#))

- Issues concerning cross-border healthcare are not well known
 - ✓ Only 24% regarded their knowledge of the use of healthcare services abroad as good or very good, whereas 65% considered their knowledge average or worse than average.
- Yet the information is needed
 - ✓ 37% of the respondents said that they or their family member had used healthcare services abroad.
 - ✓ 40% of the respondents had needed or looked for information for the treatment of their own or their family member's illness abroad.
- Those heading abroad are interested in places of treatment, costs and medicines
 - ✓ Information is searched for and found online
 - ✓ We have this information in our webpage, but it's not yet well known (only 15 % have visited our website)



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What are we going to do?

We are going to

- ✓ Market our website and services in search engines and events etc.
- ✓ Communicate via Twitter and our website
- ✓ Collaborate with our partners and find more partners
- ✓ Make our website more user-friendly (understandable messages, graphics etc)

Is there something that you would expect from us?



Rajat ylittävän
terveydenhuollon
yhteyspiste

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Thank you!

- ✓ Check out our website: www.choosehealthcare.fi
- ✓ Follow us on Twitter: [@rajayhteyspiste](https://twitter.com/rajayhteyspiste)
- ✓ Contact us by e-mail: yhteyspiste@kela.fi



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