

9-10-11 December 2013

CROSS BORDER HEALTHCARE (CBHC) CONFERENCE

Agenda

Day 1 - 9 December

19.30 **Welcome Reception and Buffet**
• Quiz on CBHC

Day 2 - 10 December

8.00-9.00 **Registrations**

9.00-10.30 Introductory session – Moderator Tamsin Rose

The first Directive focussing on 'Patient Rights' – what does this really mean for patients?

EC perspective : Nathalie Chaze, DG SANCO European Commission
Patient Perspective : Isabelle Riquier ,MS patient, France

Plenary debate

Objectives:

- *To provide a clear overview of the scope of the Directive and its application*
- *To highlight its strengths but also potential barriers in implementation, new rights compared to existing social security legislation*

10.30-11.00 **Coffee Break and press conference**

11.00-12.30 **The crucial role of National Contact Points (NCP) and creating a framework model that meets the needs of Patients - – Moderator: Tamsin Rose**

Working groups – What would a “model” of National Contact Point looks like

Plenary debate – What are the critical success factors? How patient organisations should be involved in the effective evolution of National Contact Points in the 5 countries?

Presentation of the Belgian National Contact Point - Chris Segaert, INAMI

Presentation of the Interim Report of the European Commission Behavioural Study on Information and Cross Border Healthcare
Speaker to be confirmed

Objectives:

- *To recognise the critical role of the National Contact Point in the effective implementation of the Cross Border Healthcare Directive*
- *To understand the purpose, the potential and the role of patient organisations in supporting and monitoring the development of the National Contact Points*

12.30-13.30

Lunch

13.30-15.00

Workshops 1 : The Patient Journey in Cross Border Healthcare

Workshop 1.a: **Before leaving/when deciding** whether or not to get cross-border healthcare – prior authorisation, rights under the directive versus the regulation; dialogue with health professionals/referrals, assessing medical need, what information patients need to make a decision, and what they need to think about before leaving -Moderator: Flaminia Macchia, Eurordis

Workshop 1.b: **When accessing care abroad** - what information patients' needs to know regarding the member state of treatment and care providers, e.g. quality and safety standards, administrative processes, prices and payment, etc. – Moderator: Kaisa Immonen-Charalambous, EPF

Workshop 1.c: **When returning back home** – issues around reimbursement, complaints and redress mechanisms, continuity of care, e-prescriptions – Moderator: Nicola Bedlington, EPF

Objectives :

- *To address specific aspects of the Directive from the perspective of “the patient journey” and will both provide more detailed information on what aspects of the Directive are relevant at different stages and what specific information needs patients will have*
- *Aim to generate a discussion identifying critical issues from a patient’s point of view, and develop recommendations for Member States and patient organisations in this regard, to create a sense of “ownership”*

15.00-15.30

Coffee Break

15.30-17.00

Workshops 2: Rerun of workshops 1

19.30

Dinner

Day 3 – 11 December

9.00-9.50 **Feedback from the rapporteurs on the core questions, discussions and recommendations from the workshops**
Objectives:

- *To reinforce information gleaned on the thematic topics and the issues raised*
- *To enable the participants to obtain a clear overview on the outcomes of the workshop in which they were not involved*

9.50-10.40 **Quality of Care and Patient Safety – Cornerstones of the legislation**
Achim Kautz, European Liver Patient Association (ELPA)

European Reference Networks

Flaminia Macchia, Eurordis

Objectives :

- *To ensure a full understanding of the provisions within the Directive that will focus on quality of care, transparency of safety and quality standards ,and the impact of this for the Patient seeking treatment abroad, and the wider policy context*
- *To discuss European reference networks and their contribution to improving the quality of diagnosis and treatment*

10.40-11.10 **Coffee Break**

11.10-12.15 **Exploring the role of patient organisations in securing effective implementation of the Directive**

Speakers : Thomas Wiest and Charlotte Roffiaen, Collectif Inter associatif Sur la Santé (CISS)

Moderator: Nicola Bedlington, European Patients' Forum (EPF)

Objectives:

- *To outline possible actions based on previous experience,*
- *To develop a plan of action in terms of cascading knowledge from the conference,*
- *To support and to ensure the commitment of the participants to pursue this and be part of an informal network for evaluation.*

12.15-12.30 **Take home message**

12.30-14.00 **Goodbye networking lunch**
