

# WORKSHOP 3: THE PATIENT JOURNEY IN CROSS-BORDER HEALTHCARE

*PATIENTS at the  $\leq 3$   
as an over-arching goal*

Moderator: Nicola Bedlington

Rapporteur: Ann Marie Borg

“ A STRONG PATIENTS’ VOICE TO  
DRIVE BETTER HEALTH IN EUROPE ”

# Key issues & recommendations

## When deciding:

- Assessing urgency/ undue delay justification
- Not having the right info on PA and reimbursement entitlements
- Lack of ability to pre-pay

## Before leaving :

- Family considerations also for the person accompanying the patient
- Little dialogue with doctors – culture/attitudinal barriers

## When deciding:

- ✓ CBHC thought through (benefit after all other options are explored)
- ✓ A well-resourced NCP & hospital Treatment Abroad supporting body
- ✓ Financial support of philanthropic charities

## Before leaving:

- ✓ Less red tape (procedure simplification) before patient travels
- ✓ entice employment legislation to be non-discriminatory

# Key issues & recommendations (cont.)

## During stay:

- Language barriers (communication)
- What happens in the case of an emergency; deteriorating health

## After returning home:

- Long/complex reimbursement procedure
- Varying reimbursement levels across the EU – reinforcing inequalities

## During stay:

- ✓ Data travels with the patient (medical info sharing using e-health tools)
- ✓ CBHC registry (voluntary)

## After returning home:

- ✓ Timely reimbursement (time limit - 1 stop process)
- ✓ Achieve consensus/harmonisation of reimbursement levels
- ✓ Patient groups can put pressure/push forward the use of prior notification system (no OPP)
- ✓ Patient empowerment – self-rated patient satisfaction forum/survey

# The road ahead

## What can we do?

- Promote e-health interoperability to improve doctor-doctor access to updated patient medical records/continuity of care
- A patient ombudsman per country, enhancing patient advocacy, dedicated focal point for Q and S (link between patients, hospitals and system)
- Collect hard evidence on cases of widening inequalities and influence the EC evaluation report in a compelling way
- Involvement of medical/scientific societies with patient org. for a more successful implementation of the Dir.
- Patient org. appoint past patients volunteers to be a contact point for potential patients (human side of treatment abroad)

# THANK YOU FOR YOUR ATTENTION!

Follow us on Social Media!



/europeanpatientsforum



/eupatient



/eupatientsforum



eu-patient.eu/blog

**More information**

[www.eu-patient.eu](http://www.eu-patient.eu)

[info@eu-patient.eu](mailto:info@eu-patient.eu)

“ A STRONG PATIENTS’ VOICE TO  
DRIVE BETTER HEALTH IN EUROPE ”