



Zavod za zdravstveno
zavarovanje Slovenije
Miklošičeva cesta 24
1507 Ljubljana



NATIONAL CONTACT POINT OF SLOVENIA

REGIONAL CONFERENCE ON THE CROSS-BORDER HEALTHCARE DIRECTIVE, Ljubljana, 8. 7. 2014

Siniša Bošnjak

INTRODUCTION

- Slovenian national contact point on cross-border healthcare – NCP
 - established on the basis of Directive 2011/24/EU of the European Parliament and of the Council of 9 March 2011 on the application of patients' rights in cross-border healthcare and on the basis of the Act Amending the Health Care and Health Insurance Act (HCHA);
 - operational from 6th November 2013;
 - the responsibilities of the NCP are implemented by the Health Insurance Institute of the Republic of Slovenia.

NCP responsibilities

- Article 77b. HCHA

- Informing patients':

- healthcare providers,
- patients' rights and obligations,
- reimbursement of costs,
- other NCP
- rights and procedures.

- Other responsibilities:

- Consultation with patient organisations, healthcare providers and providers and health insurance holders,
- Cooperation with the NCP and the European commission,
- exchange of the information between NCP.

INFORMING PATIENTS'

-Website – www.nkt-z.si;

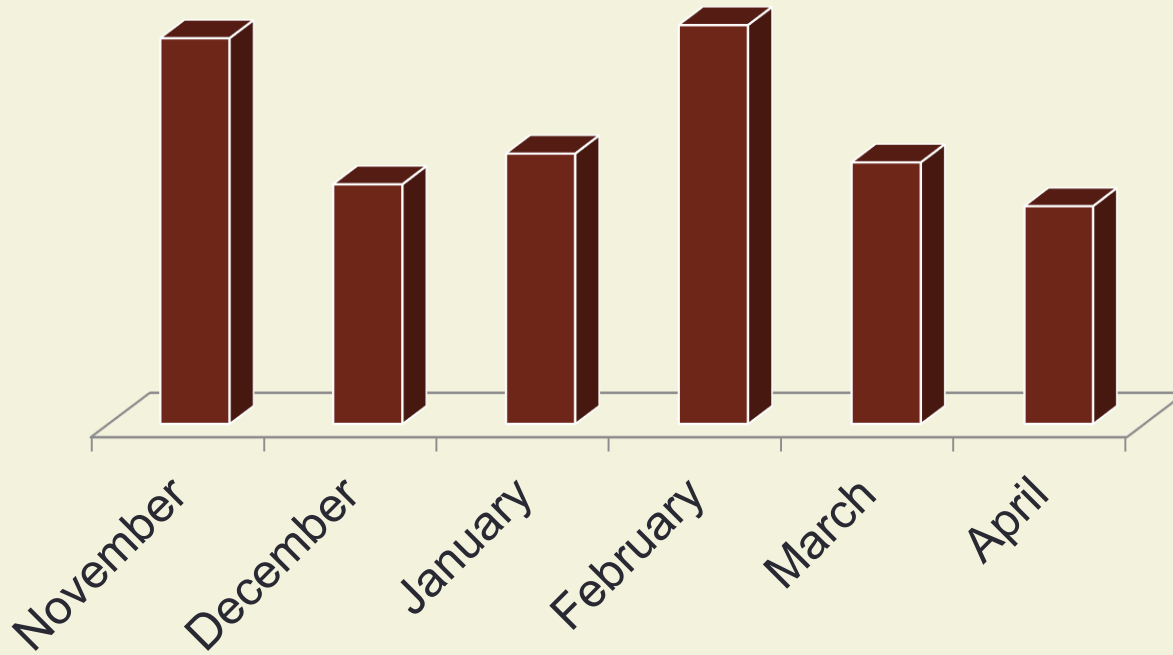
-E-mail – kontakt@nkt-z.si;

-Call center – (00 386) 1 30 77 222;

-Personal consultation.



Number of requests



WEBSITE

- www.nkt-z.si
- hosted by the Health Insurance Institute of the Republic of Slovenia (HIIS);
- the information published on the website of NCP is provided by:
 - the Ministry of Health of the Republic of Slovenia: quality and safety in health-care services; professional liability insurance for healthcare professionals; patients' rights and obligations;
 - and the National Institute of Public Health: waiting period and healthcare providers;
 - HIIS: other information.

WEBSITE

- recommendations given by Price Waterhouse and Cooper;
- web Content Accessibility Guidelines for user with special needs prepared by the W3C Consortium;
- information is published in two languages, Slovene and English.

OPTIONS OF CROSS-BORDER HEALTH CARE - SLOVENIAN LAW

- treatment abroad when the possibilities for treatment in Slovenia are exhausted (Art. 44.a HCHA);
- treatment according to Regulation (EC) no. 883/2004 (Art 44.b. HCHA);
- the right to cross-border health care as laid down by the Directive (Art. 44.c. HCHA);
- The right to emergency treatment in EU and EEA.

MOST COMMON QUESTIONS

- The right to access cross-border healthcare and procedure;
- Healthcare subject to prior authorisation;
- Reimbursement procedures;
- The tariffs.

EXPERIENCE AND CHALLENGES

- Patients'
 - amount of the information and understandability of the information;
 - meeting the expectation – media coverage;
 - reimbursement – amount;
- Patient organisations
 - lack of interest?
 - enough of information and good quality of information?
 - patient organisations as the source of the information.
- Procedures and rights
 - necessary documents, translations, invoices;
 - distinction between different procedures;
 - eForm;

