

# WORKSHOP FEEDBACK THE PATIENT JOURNEY IN CROSSBORDER HEALTHCARE

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

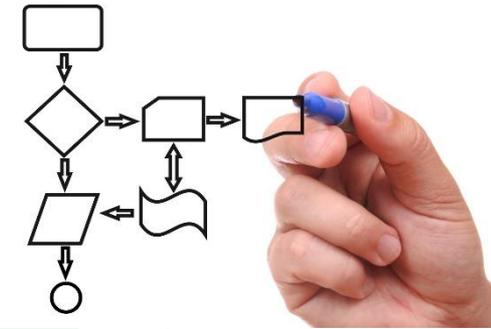
# 1 – When deciding: “Enabling trust”

- **Ensuring quality and safety** – need for comparable and transparent data to make an informed choice
  - Objective criteria: “does this hospital have good results?”
  - Subjective criteria: what will it be like for me when I go over there?
- **Calculating the Costs and reimbursement (information)**
- **Qualification for reimbursement (do I qualify?)**



## 2 – Before leaving: Mitigating risks

- **Need for a Process map**, with a clear timeline, making sure you agree and have a common understanding of medical and administrative procedure
  - ➔ **Ensuring all health needs are met**
- **Packing list** – what do you need to take with you? (routine medication)
  - ➔ **Role for Patient organisations**
- **Mitigating risks** – Clarify who is responsible if there is a complication?



# 3 – During the Stay

- **Communication between patients and care givers**, setting expectations, understanding the timeline, understanding outcome, **updated informed consent**
- the **“What if” factor- (cost, liability, logistics)** when something unexpected happens
- **Care Coordination** - Communication between the doctors home and abroad
- **Need to collect the papers!**



# 4 – Returning home

- **How do we get our money back?**  
Reimbursement documentation
- **Availability of medical record / “Journey of the medical record”** – translation of the medical record, ensuring, ensuring follow-up and continuity of care, after-care planning
- **Sharing experiences/feedback**, Complaint system if anything goes wrong? Potentially core function for Patient organisations, making sure the law work.



# Recommendations – when deciding

- **We need: information on costs and reimbursement** - Patients need info on costs and reimbursement in a transparent, quick manner from HC providers, insurers and national HC system.
- **We want: a collaborative registry / a quality framework of healthcare providers** - Patients need access to open, transparent, comparable and benchmarked information on quality and safety.
- **We need: a checklist to know if we are eligible** - NCP should have a checklist of all necessary documents to be eligible for reimbursement.



# Recommendations – before leaving

- **What should I bring?** Healthcare provider abroad gives a checklist of what documentation is necessary.
- **How much will it cost?** NCP and healthcare providers provide info about costs of procedures and hospital stays. If necessary, advice on financial support to cover advance payment of treatment
- **What exactly is going to happen?**
  - Written agreement of the detailed medical procedure
  - Possibly creation of a form at European level.
  - **Telemedicine consultation with treating clinical team**
  - information about possible complications



# Recommendations – during the stay

- **Documentation!** Healthcare providers proactively document all the steps of the treatment
  - Need for European interoperable electronic health records which “follow the patient”
  - Promote the exchange of best practices for healthcare professionals to encourage them to be cooperative (and pick up the phone!)
- **Patients need communication in easy, open and friendly manner:**  
Possibility to get language support for patients/healthcare professionals



# Recommendations – returning home

- **Simple, clear and timely reimbursement procedure:** Checklist (AGAIN!) of what documents have to be sent to which institution, as well as sets expectations for reasonable timeframe of reimbursements.
- **Evaluation** - Need for a uniform evaluation form and contact
- **Sharing the experience:** Patients share experience with local patient groups, NCP, European Commission
- **Follow up:** HC provider abroad gives document package of what has been done and recommendations for future (rehabilitation, lifestyle, etc).



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