

EPF guidance on CBHC directive

You will find the **EPF guidance on CBHC directive** by clicking or copy/paste the link into your browser: http://www.eu-patient.eu/globalassets/policy/cross-borderhealthcare/2013-11-18_cbhc_guidance-final.pdf

The **EPF recommendations to member states** on the implementation of the directive can be found here: <http://www.eu-patient.eu/globalassets/policy/cross-borderhealthcare/epf-recommendations-on-cross-border-healthcare.pdf>

Plenary session 1: The first directive focusing on patients' rights. What does the directive really mean for patients?

Please read:

- EPF guidance document, chapters 1 to 3

For the discussion please think about the following points:

- What are the main strengths and benefits of the directive from your perspective?
- What are the most critical issues for patients?
- What are the main shortcomings and potential barriers to implementation?

Plenary session 2: The crucial role of National Contact Points, and creating a framework model that meets the needs of patients

Please read:

- EPF guidance document, chapter 3.6, "information to patients"

Please consider the following points for discussion:

- What information you/patients in your country or disease area would like to have if considering cross-border healthcare?
- How you would prefer to access information? Besides information, what other support services would you like to have from a National Contact Point?
- Please review the Bulgarian NCP website, which will be presented at the meeting. You will have a chance to ask questions. Please reflect on whether this website is of good quality, for example:
 - Does it contain everything the patient will need to make an informed choice?
 - Is the information available in your language (or English)?
 - Is the information presented in an easy to understand way?
 - Is the website user-friendly, e.g. in terms of easy navigation?

NCP Bulgaria : <http://www.en.nhif.bg/web/guest/home>

Please feel free also to have a look at the other participating countries' websites, where available. A link to all NCP websites is found here:

http://europa.eu/youreurope/citizens/health/contact/index_en.htm

Workshop: the patient journey in cross-border healthcare

This workshop aim to address the different stages of the “patient journey” in cross-border healthcare.

Participants are expected to contribute actively to discussions. To prepare yourself, please read at least the materials referred to below and think in advance about questions and points of discussion.

Before leaving/when deciding

Focusing on issues that patients need to consider before making a decision on accessing cross-border healthcare, and before leaving. These can include:

- Finding out about your treatment options
- Waiting periods – how is a medically unjustifiable waiting time defined?
- Reimbursement and prior authorisation – how to know what is reimbursed and when to seek prior authorisation
- Dialogue with a health professional - what you need to discuss prior to making a decision (in addition to getting a referral, if required)
- Practical arrangements, calculating the costs
- Documents you would need to take with you, e.g. medical records, test results

Please read EPF guidance document chapters 3.3 – 3.6. Please think about any specific questions and information needs of patients in this context, as well as practical considerations. Please think about what kind of support you would wish to have from the National Contact Point in your own country.

When accessing care abroad

Focusing on information needs of patients regarding the country they are thinking of getting treatment in. These can include:

- Information on care providers, including their legal status
- How to ensure that treatment is safe and of good quality
- What quality and safety standards apply in the country /region
- Prices and payment issues
- Practical considerations
- What happens if something goes wrong

Please read EPF guidance document chapters 3.2, 3.6 and 3.7. Please think about specific questions you would like to have information about in this context, and what kind of support you would wish to have from the National Contact Point in the country of treatment and from the healthcare providers.

When returning back home

Focusing on follow-up after cross-border healthcare, including:

Reimbursement issues

- Complaints and redress if something has gone wrong
- Continuity of care, including in case of complications
- Medical records
- Cross-border prescriptions

Please read EPF guidance document chapters 3.3–3.7. Please think about specific questions you would like to address in this workshop, and what kind of support you would wish to have from your country's National Contact Point or other bodies.

Plenary session 3: exploring the role of patient organisations in securing effective implementation of the directive

Please think about the ways in which your organisation in your own country can get involved in this process, including but not limited to the suggestions in EPF's guidance document (chapter 4).

- Actions that your organisation/you personally can take
- Knowledge transfer – how you as a patient representative can pass information and knowledge to your countries wider patient community
- Formation of a permanent (informal) network of patient advocates who will be monitoring the implementation process and reporting back to EPF/the European commission; how you can contribute to this network.