



21 March 2015, 09.00-16.00

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## WORKSHOP ON CROSS BORDER HEALTHCARE DIRECTIVE

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### Agenda

Meeting Venue: Sofia, Bulgaria (Venue to be confirmed)

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09.00-09.30	<b>Registration/welcome coffee</b>
09.30-10.00	<b>Welcome and presentations</b> <ul style="list-style-type: none"><li>• Margarida Silva, Moderator</li></ul>
10.00-11.00	<b>The first Directive focussing on 'Patients' Rights' – what does this really mean for patients in this region?</b> <ul style="list-style-type: none"><li>• The main provisions of the directive, Camille Bulot, EPF</li><li>• Patient Perspective (tbd)</li></ul>
11.00-11.30	<b>Coffee break</b>
11.30-12.30	<b>The crucial role of National Contact Points (NCP) and creating a framework model that meets the needs of Patients</b> – Moderator: Margarida Silva  <b>Plenary debate</b> – What would a “model” of National Contact Point looks like? What are the critical success factors? How patient organisations should be involved in the effective evolution of National Contact Points in the selected countries?
12.30-12.50	<b>Presentation of the National Contact Point</b> <ul style="list-style-type: none"><li>• Representative from the Bulgarian National Contact Point</li></ul>
12:50-13:00	<b>Questions &amp; Answers</b>
13.00-14.00	<b>Networking lunch</b>
14.00-15.00	<b>The Patient Journey in Cross Border Healthcare</b> Moderator: Margarida Silva and Camille Bulot (EPF) <i>Objectives :</i> <ul style="list-style-type: none"><li>• <i>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</i></li><li>• <i>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”</i></li></ul>

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15.00-15.30	<b>Conclusions, take home message and next steps</b> <b>Panel discussion:</b> National Contact Point representative, EPF Representative, Patient representative
15:30-16.00	<b>Coffee and Networking</b> <ul style="list-style-type: none"><li>• Departure of participants</li></ul>

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