

The “ideal” NCP from the patient’s perspective

Kaisa Immonen-Charalambous, EPF Senior Policy Adviser

European Patients' Forum Conference

2 July 2015, Brussels

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

- Patients face “a labyrinth of confusing, sometimes insufficient and sometimes too detailed information”
- NCPs play a critical role in enabling *meaningful decisions*
- NCP should be a *gateway* rather than a gatekeeper in healthcare
- “working with the patient, for the patient.”



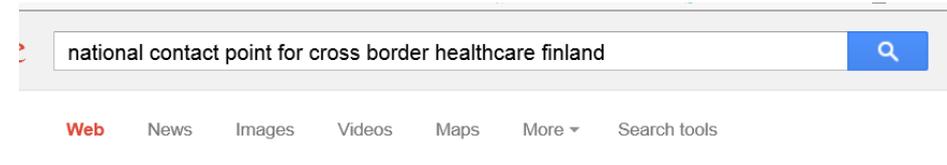
Fundamental principles

- Independence – specific mandate and operational budget
- Protection of the patient's interests as a priority
- Culture of helping and providing solutions
- Human response, respect for dignity, non-discriminatory
- Trained personnel
- Works with stakeholders to find solutions to ensure the principle of equity of access



Accessibility and visibility

- Highly visible, easy to find
- Communicates in simple language
- Provides information in other languages
- Accessible in real-life situations, not just online: email, free telephone, 24-hour emergency hotline, physical premises
- Regional contact points



About 104,000 results (0.41 seconds)

[Contact Point for Cross-Border Healthcare - kela.fi](http://www.kela.fi/web/en/contact-point)

www.kela.fi/web/en/contact-point

Oct 31, 2013 - A National Contact Point for Cross-Border Healthcare will be established ... or come to Finland from another country in order to obtain healthcare.



A screenshot of the EU-PATIENTEN.DE website. The header features the EU flag logo and the text "EU-PATIENTEN DE". There are navigation links for "HOMEPAGE" and "DEUTSCH", and a search bar. Below the header, there is a main navigation menu with the following items: "Homepage", "Treatment in Germany", "Treatment in another EU country", "Information for health insurance funds", "Information for healthcare providers", "Glossary", "Legal sources", and "About us". There is also a "Quick access" section with a dropdown menu labeled "Please select". The main content area is titled "EU-PATIENTEN.DE" and contains a paragraph: "EU-PATIENTEN.DE is a non-competitive platform for providing information to patients and healthcare providers to answer questions all about cross-border healthcare between Germany and other EU countries." Below this text are two image-based sections: "Treatment in Germany" with an image of a doctor and a patient, and "Treatment in another EU country" with an image of a hospital building.

- Transparent procedures, clear timelines
- Case managers
- Can deal with advocates/legal representatives
- Facilitates translation of documents
- Mediates patient contacts, e.g. by liaising with other NCPs re access to specialist treatment
- Offers support and advice in case of complaints & problems
- Maintains a list of patient organisations
- “One-stop shop” as far as possible



- Accurate, reliable, up-to-date, easily understandable
- “Designed for and by patients”
- Simple step-by-step guides on application processes
- FAQs online and in print
- Customised information packages
- Information on ongoing clinical trials
- Website is user-friendly, includes a feedback facility



Conclusion: continuous improvement

- Independent assessment of performance
- Some indicators could be:
 - Timeliness of answer (1-2 weeks, “fast-track” option)
 - Clear explanations of all decisions
 - Patient-friendliness
 - Continuous improvement system
 - Effective complaints and feedback process
 - Seeks feedback on its performance – and acts on this feedback
- Engages with patient organisations for continuous improvement
- Collects data
- Highlight any gaps and dysfunction to national and European authorities



THANK YOU FOR YOUR ATTENTION!

Follow us on Social Media!



/europeanpatientsforum



/eupatient



/eupatientsforum



eu-patient.eu/blog

More information

www.eu-patient.eu

info@eu-patient.eu

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