



Zavod za zdravstveno  
zavarovanje Slovenije  
Miklošičeva cesta 24  
1507 Ljubljana



# NATIONAL CONTACT POINT OF SLOVENIA

CROSS-BORDER HEALTHCARE: IS IT WORKING FOR THE PATIENTS ACROSS THE EU?, Brussels, 2. 7. 2015

Siniša Bošnjak

# NCP responsibilities

- Informing patients':
  - „...informed choice...“ (Recital 20, Directive 2011/24/EU),
  - „Appropriate information .... To enable patients' to exercise their rights on cross-border healthcare in practice.“ (Recital 48, Directive 2011/24/EU),
  - „...NCP shall provide information about healthcare providers, including, on request, information on a specific provider's right, to provide services or any restrictions on its practice...information on patient's rights , complaints procedures and mechanisms for seeking remedies...the legal and administrative options available to settle disputes..“ (Article 6, Paragraph 3, Directive 2011/24/EU),
  - „Informing patients'... healthcare providers, patients' rights and obligations, reimbursement of costs, other NCP, rights and procedures.“ (Article 77.b, Health Care and Health Insurance Act)

# NCP responsibilities

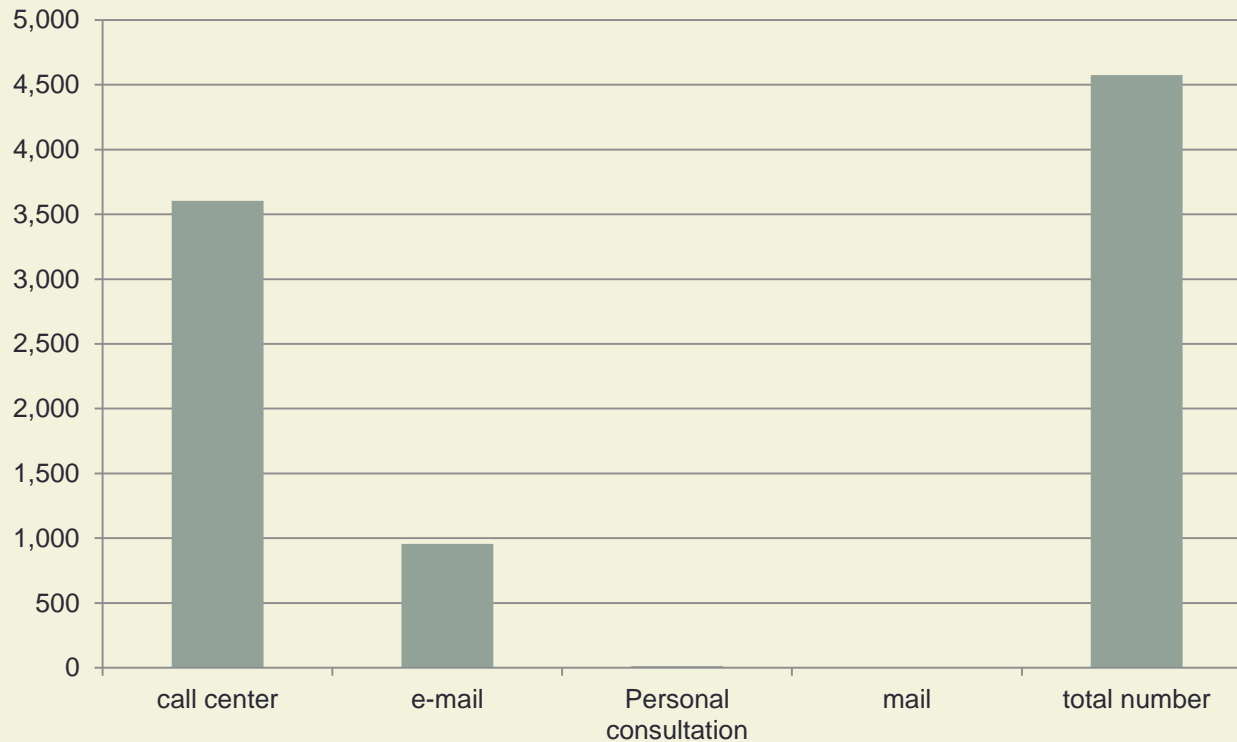
- Recital 4, Directive 2011/24/EU:

„... application should not result in patients being encouraged to receive treatment outside their Member State of affiliation.“

- 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.

# Number of requests - 2014



# Type of requests - 2014

| Information requests by type                   | Number of information requests |
|--|--------------------------------|
| Directive                                      | 1121                           |
| Procedures to be reimbursed                    | 898                            |
| General information's                          | 812                            |
| Procedures to follow                           | 590                            |
| Regulation of Social Security                  | 506                            |
| Healthcare subject to prior authorization      | 373                            |
| Tariffs  | 78                             |
| Providers                                      | 8                              |
| NCP in other MS                                | 6                              |
| Standards and guidelines on quality and safety | 1                              |
| Treatments                                     | 0                              |

# Experience and challenges

- Amount of the information and understandability of the information;
- Meeting the expectation – media coverage;
- NCP – public authority;
- Raising awareness.

