

WORKSHOP 1: THE PATIENT JOURNEY IN CROSSBORDER HEALTHCARE

b – When accessing care abroad
Feedback

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Rapporteur: XXXX

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

EPF European
Patients
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Key issues

1. Information on the different clinical/treatment guidelines applied in Member States
2. Information to find health professionals/institutions that provide quality care in your disease-area – how do you know that a professional is appropriately qualified?
3. Communication & language barriers
4. Discrimination by healthcare staff
5. Transfer of information (medical records), e.g. translation, portability
6. Information on waiting lists in target country
7. Logistics for patients – travel, accommodation etc.

Recommendations

1. Care providers to provide multilingual information for patients; information about health professionals' language skills to be made available in advance
2. Mechanism for facilitating the “logistics “, including Member States to support reasonable extra costs (travel, disability)
3. EU database of healthcare providers by disease-area
4. European Reference Networks
5. Develop best practices for transfer of patient data – safe, effective and respecting patients' privacy

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