

# WORKSHOP 1: THE PATIENT JOURNEY IN CROSSBORDER HEALTHCARE

b – When accessing care abroad  
Feedback

Moderator: Kaisa Immonen-Charalambous

Rapporteur: Cees Smit

11 December

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

**EPF** European  
Patients  
Forum 

# Key issues

1. Language/cultural barriers – including dealing with allergies, dietary issues, etc.
2. Unexpected problems – e.g. treatment is not what was discussed, longer stay, extra costs, safety concerns...
3. Logistics – e.g. travel support, accommodation of carers...
4. Possible discrimination by staff as “health tourist”
5. Different patient rights in different MS
6. Reimbursement concerns (may still arise)

# Recommendations

1. Medical expertise should travel rather than patients, whenever possible
2. Quality of care guidelines on EU/international level
3. Development of European Reference Networks
4. Disease-specific “travel” guides developed by patient groups (possibly with industry, e.g. apps)
5. Hotline for emergencies
6. Possibility of complementary insurance to cover unexpected situations ?
7. Support person (e.g. peer-to-peer, buddies) who can help with problems e.g. logistics, communication...

# The Hemophilia 'travel' guide

## Hemophilia Travel Guide



Home Over de app FAQ Nieuws Contact

### Reizen met hemofilie?

De Hemophilia Travel Guide App is een praktische reisgids voor patiënte stollingsstoornis. Voorheen was deze reisgids alleen in boekvorm verkrijg downloaden in de [App Store](#) en [Android Market](#). De Hemophilia Travel contactgegevens van Europese hemofiliebehandelcentra en ziekenhuize toepassingen.

- ✓ Vind het dichtstbijzijnde behandelcentrum
- ✓ Actuele adressen en telefoonnummers bij de hand
- ✓ Ook offline te gebruiken
- ✓ Bepaal direct je route naar een behandelcentrum

**Gratis**

# THANK YOU FOR YOUR ATTENTION!

Follow us on Social Media!



/europeanpatientsforum



/eupatient



/eupatientsforum



eu-patient.eu/blog

**More information**

[www.eu-patient.eu](http://www.eu-patient.eu)

[info@eu-patient.eu](mailto:info@eu-patient.eu)

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