

WORKSHOP 2: THE PATIENT JOURNEY IN CROSS BORDER HEALTHCARE

c – When returning back home
Feedback

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

EPF European
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Key issues when returning back home

- Clarity on Reimbursement
- Continuity of Care/ Access to Medication
- Collaboration/Communication between all stakeholders
- Different Jurisdictions – Language and Redress
- Quality of care vs quality of life (the emotional/ psychological aspects)
- Infection Risk (MRSA)
- MORE GENERAL CONCERNS ABOUT THE DIRECTIVE

Key recommendations

- Reimbursement procedures
 - Specific CBHC tariffs could guarantee good follow up and continuation of care
- Harmonisation of procedures and guidelines (e-health, hygiene, data protection, ...)
- CBHC Ombudsman to oversee redress
- Multi stakeholder approach – trust and synergies

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