

## ***Regional Conference on the Cross-Border Healthcare***

**EOPYY**  
**National Organization for Health Care Services**  
**Provision**

**Division of International Affairs**

**Hellenic National Contact Point for Cross-Border**  
**Healthcare**

**April 2014**

## ***Relevant Legislation:***

### ▶ **Directive 2011/24/EU**

- The Article 6 of the Directive puts obligations for the National Contact Points for Cross-border healthcare.

### ▶ **Domestic Law 4213/2013**

- Division of International Affairs of EOPYY was designated as the Hellenic National Contact Point for Cross-border Healthcare.

# Cross-Border Healthcare Directive 2011/24/EU Hellenic National Contact Point



## Information Leaflet:

### Know before you go

Check your treatment plans with your health professionals:

- ✓ It is highly recommended that you discuss your planned treatment with your doctor before committing to anything.

Plan your trip thoroughly:

- ✓ Research your treatment options.
- ✓ Make sure you have a copy of your medical records, information on any medicines you are taking, and any relevant test results.
- ✓ Check whether you will need a referral from a general practitioner to access (or be reimbursed for) specialist care.
- ✓ Check the details of your healthcare provider.

Check the financial implications with your National Contact Point or insurer:

- ✓ Make sure you know how much your treatment will cost and whether your authorities will pay the costs directly, or will reimburse you some or all of the costs.
- ✓ Check any requirements for pre-treatment authorisation.
- ✓ Remember that some costs (travel, accommodation, repatriation, etc.) may not be covered.

Make sure you get the medical follow-up you need:

- ✓ Arrange to get a copy of your record from your healthcare provider.
- ✓ If you get a prescription make sure it is suitable for cross-border use (EU law prescribes certain minimum content to make sure that prescriptions can be recognised in every country).
- ✓ Arrange appropriate medical follow-up with your home system (in advance if necessary).

You can find more information on this subject and also on emergency or unplanned healthcare at [www.europa.eu/youreurope](http://www.europa.eu/youreurope).



Publications Office

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100011-EN-1011



### Seeking healthcare in another EU Member State: your rights

#### Did you know?

You have the right to receive medical treatment in another EU Member State and the right to have your home country cover some or all of the costs.

You have the right to be informed about the treatment options open to you, how other EU countries ensure quality and safety in healthcare, and whether a particular provider is legally entitled to offer services.

Look inside to find out more...

Research and  
Consultation

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## ***Main points of Directive 2011/24/EU (1)***

### **Each Member State has to:**

- ▶ designate one or more National Contact Points for Cross-Border Healthcare
- ▶ communicate the names and contact details of these National Contact Points to the Commission
- ▶ cooperate with the Commission so that the above information is publicly available

## ***Main points of Directive 2011/24/EU (2)***

### **Each National Contact Point has to:**

- ▶ facilitate the exchange of relevant information
- ▶ cooperate closely with its peers as well as the Commission
- ▶ provide patients on request with contact details of National Contact Points in other Member States

## ***Main points of Directive 2011/24/EU (3)***

### **Each National Contact Point has to provide information concerning:**

- ▶ healthcare providers (i.e. information on a specific provider's right to provide services or any restrictions on its practice)
- ▶ patients' rights, complaints procedures and mechanisms for seeking remedies
- ▶ legal and administrative options available to settle disputes

## ***Main points of Directive 2011/24/EU (4)***

**The information provided by the National Contact Points has to be:**

- ▶ easily accessible
- ▶ available by electronic means
- ▶ available in formats accessible to people with disabilities



## ***The project of the Hellenic National Contact Point (1)***

- ▶ Contact details communication to the European Commission:

**EOPYY- NATIONAL ORGANIZATION FOR HEALTH CARE  
SERVICES PROVISION**

**DIVISION OF INTERNATIONAL AFFAIRS**

**NATIONAL CONTACT POINT GR DEPARTMENT**

**Offices: 12 Apostolou Pavlou Str., 151 23 Maroussi**

**ATHENS GREECE**

**Tel.No.: +30 210 8110700-2, Fax no: +30 210 8110710**

**E-mail: [ncp\\_gr@eopyy.gov.gr](mailto:ncp_gr@eopyy.gov.gr)**

**Website: [www.eopyy.gov.gr](http://www.eopyy.gov.gr)**



## ***The project of the Hellenic National Contact Point (2)***

- ▶ Participation in the Coordination Meeting of National Contact Points (Brussels, 4 February 2014)
- ▶ Examination of all the necessary parameters so that our National Contact Point fulfills the requirements of the relevant legislation:
  - Clarification of the patients' rights to planned healthcare in any EU member-state
  - Explanation of the procedures to access cross-border healthcare (i.e. criteria for prior authorization or reimbursement)
  - Reinforcing the clearness and transparency of the involved process to the citizens

## ***The project of the Hellenic National Contact Point (3)***

► Registration in the **IMI system**:

○ Abbreviation for:

Internal Market Information system

○ Established:

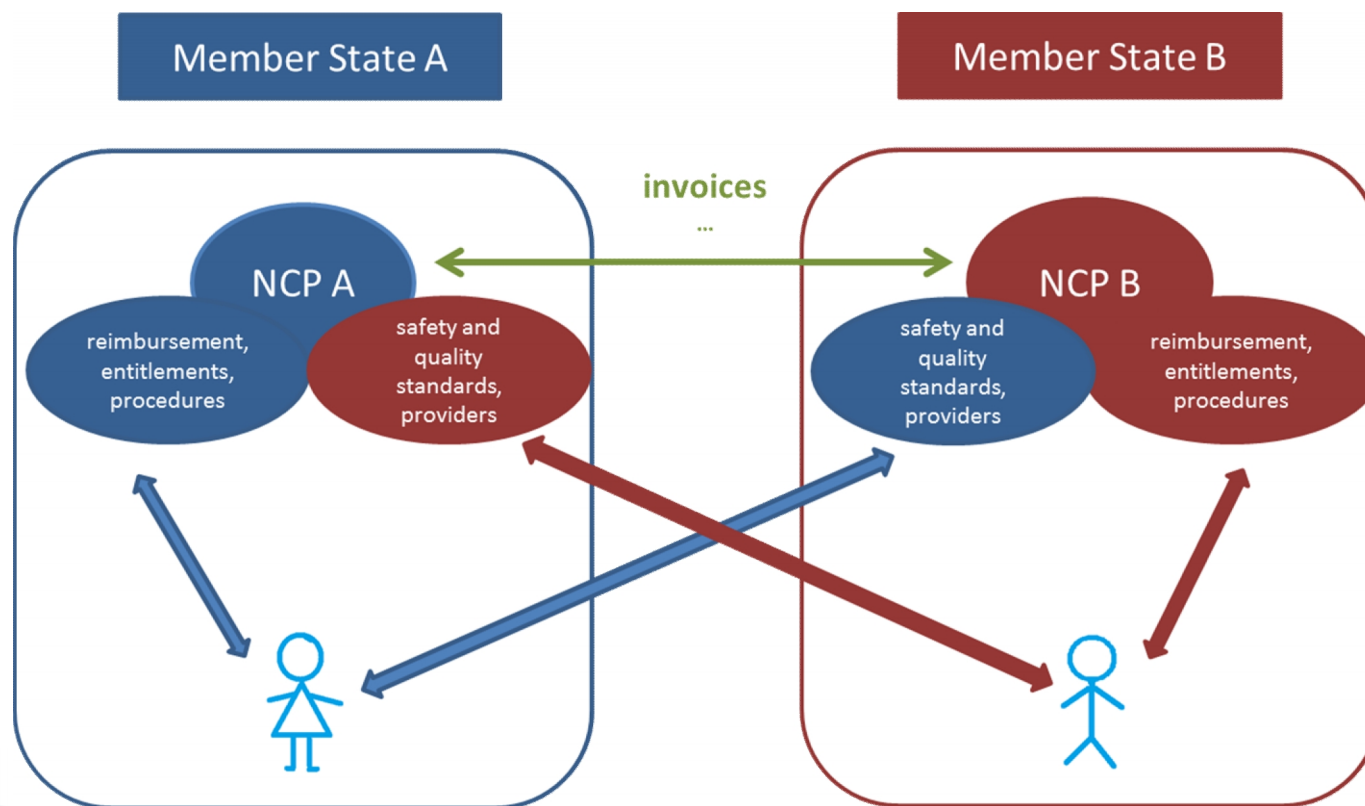
pursuant to Commission Decision 2008/49/EC

○ Responsible for:

the exchange of information on the right to practise of health professionals listed in national or local registers of the Member States, for the purpose of cross-border healthcare

(Article 10 §4 of Directive 2011/24/EU)

## ***National Contact Points Functioning***



## ***NCP Information availability***

### **By means of:**

- ▶ Internet ([www.eopyy.gov.gr](http://www.eopyy.gov.gr))
- ▶ Telephone
- ▶ Fax
- ▶ E-mail ([ncp\\_gr@eopyy.gov.gr](mailto:ncp_gr@eopyy.gov.gr))
- ▶ Applications at the Regional Healthcare Divisions of EOPYY
- ▶ Personal consultation (prior appointment required)
- ▶ Interactive front desk at the National Contact Point GR Department (situated in 12 Apostolou Pavlou Str, in Maroussi-Athens)

## ***NCP Information availability The case of people with disabilities***

- ▶ Direct communication with the Hellenic NCP by electronic means (as described before)
- ▶ Personal consultation (prior appointment required)
- ▶ Adoption of a freeware regarding alternative ways of communication (options provided by the Speech and Accessibility Laboratory of Department of Informatics and Telecommunications of the University of Athens)

# Cross-Border Healthcare Directive 2011/24/EU Hellenic National Contact Point



## *The internet site of EOPYY (1)*

The Cross-Border Healthcare in the Home Page:

The screenshot shows the EOPYY website home page. The browser address bar displays [http://www.eopyy.gov.gr/Home/StartPage?a\\_HomeP](http://www.eopyy.gov.gr/Home/StartPage?a_HomeP). The page features a top navigation bar with links for 'Αρχική', 'Επικοινωνία', 'Αναζήτηση', 'FAQs', and 'Σύνδεση'. Below this is a secondary navigation bar with 'Οργανισμός', 'Επικοινωνία', 'Εφαρμογές', 'Ενημέρωση', and 'Έντυπα'. The main content area is divided into several sections:

- Διαθέσιμες Ιατρικές Επισκέψεις**: A section for available medical visits.
- Οδηγός κατάθεσης δικαιολογητικών για τις υγειονομικές επιτροπές**: A guide for submitting documents to medical committees.
- Ενημερωτικός Οδηγός για τις παρεχόμενες υπηρεσίες**: An informational guide for the services provided.
- Κοινωνική Ασφάλιση στην Ευρωπαϊκή Ένωση**: Information on social security in the European Union, with links for Greek and English versions.
- Πληροφορίες για Ευρωπαίους ασφαλισμένους**: Information for insured persons from EU member states, EEA, and Switzerland, including a link to the latest update.

On the right side, there is a section for 'ΔΕΛΤΙΟ ΤΥΠΟΥ' (Press Release) dated 06-03-2014, and a 'Διασυνοριακή Υγειονομική Περιθλαγή' (Cross-Border Healthcare) section with an illustration of a doctor and a patient. At the bottom right, there is a 'Χρήσιμοι Σύνδεσμοι' (Useful Links) section with links to the Ministry of Health, the Health Voucher, and the National Contact Point.

The footer of the page includes the text 'Δ/ση Πληροφορικής ΕΟΠΥΥ © 2012 - 2014' and the date 'Δευτέρα 07/04/2014'.





# Cross-Border Healthcare Directive 2011/24/EU Hellenic National Contact Point



## ***The internet site of EOPYY (2)***

The link of the Hellenic National Contact Point – Contact form:

The screenshot shows a web browser window with the URL <http://www.eopyy.gov.gr/NationalContactPoint/Inde>. The page title is "Hellenic National Contact P...". The browser's address bar shows the URL. The page features a navigation bar with links: Αρχική, Επικοινωνία, Αναζήτηση, FAQs, Σύνδεση. Below the navigation bar, there are tabs: Οργανισμός, Επικοινωνία, Εφαρμογές, Ενημέρωση, Έντυπα. The main content area is titled "Hellenic National Contact Point" and contains the following information:

**Hellenic National Contact Point:**  
DIVISION OF INTERNATIONAL AFFAIRS OF EOPYY  
Mail Address : 39 Kifissias Avenue, 151 23 Maroussi Athens Greece  
Offices : 12 Apostolou Pavlou Str, 151 23 Maroussi Athens Greece  
Telephones : +30 2108110700-702  
Fax no : +30 2108110710  
E-mail : [ncp\\_gr@eopyy.gov.gr](mailto:ncp_gr@eopyy.gov.gr)

**Personal consultation :**  
You can contact us personally by prior appointment at the offices of the National Contact Point (12 Apostolou Pavlou Str. 151 23 Maroussi).

**Contact us by e mail :**  
Name\*:   
E-mail\*:   
Telephone\*:   
Subject\*:   
Your message\*:

At the bottom of the page, there is a footer with the text: Δ/νση Πληροφορικής ΕΟΠΥΥ © 2012 - 2014, a logo, and the date Δευτέρα 07/04/2014.



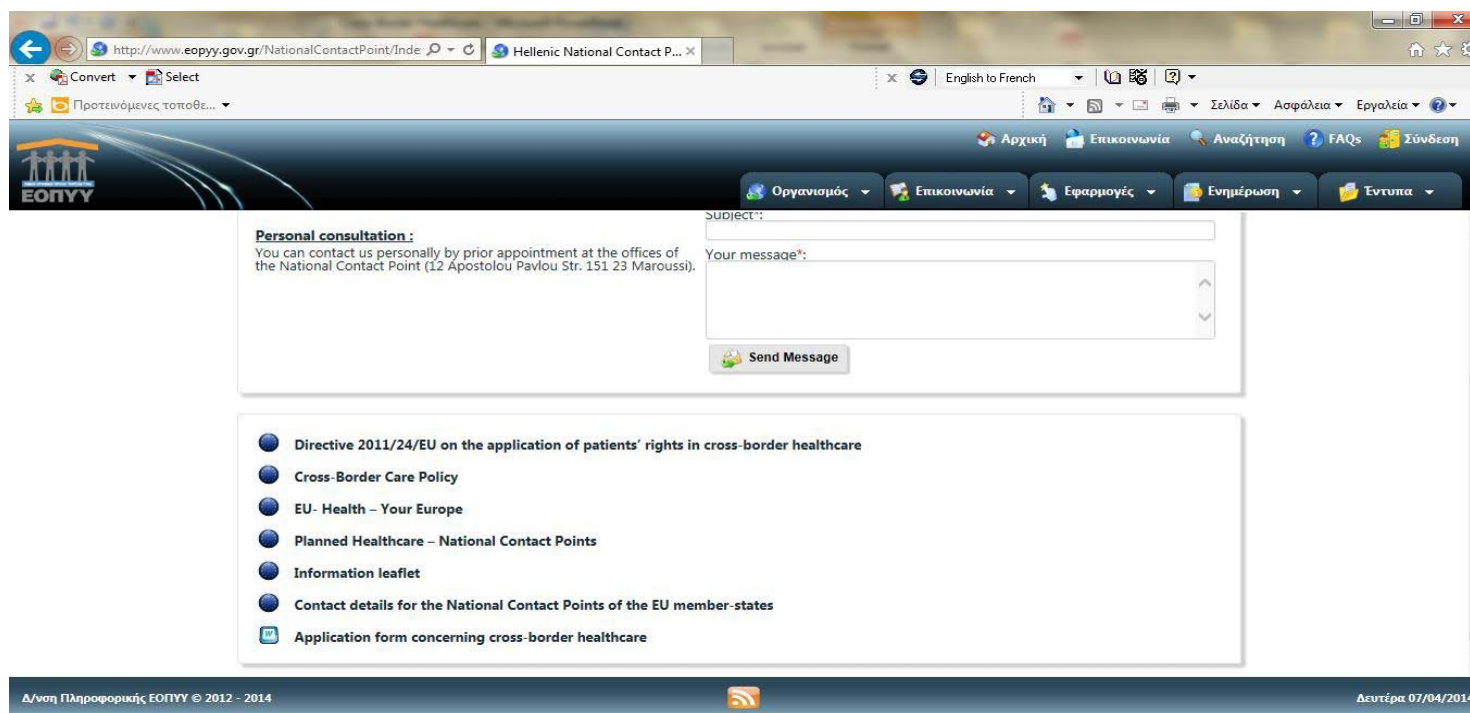


# Cross-Border Healthcare Directive 2011/24/EU Hellenic National Contact Point



## ***The internet site of EOPYY (3)***

The link of the Hellenic National Contact Point – Contents:





## ***Present & Future perspective***

*"We keep on working systematically and methodically and we believe that in a short-period time we will be adequately prepared so that the information regarding Cross-border Health will be widely known and easily accessible through our National Contact Point.*

*We express our willing for cooperation with all the competent patients' organizations, authorities, networks and everyone who could possibly contribute efficiently to our scope".*





***Thank you for your attention!***

**Kalliopi Koumpi**  
**Head of Division of International Affairs**  
**ΕΟΠΥΥ**

**National Organization for Health Care Services Provision**



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