

WORKSHOP 1: THE PATIENT JOURNEY IN CROSS BORDER HEALTHCARE

Deciding.....Leaving.....Receiving.....

COMING HOME

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

General Discussion

Patient's Experience

- Who is the specialist?
- What is specialist?
- Who is identifying the specialist the patient/referring doctor/patient organisation/national authorities?
- Who translates medical file?
- Quality Mark – Professional Organisations and Lifelong Learning

Key issues

When deciding:

- Information about potential treatments
- Quality of life – measurable outcomes when trying out other options
- Costs

Before leaving:

- Practical logistics
- Medical/Administrative notes
- Real Cost and payment schedule

During stay:

- What is involved with the treatment and how much will it last?
- Language environment
- How is it going?

After returning home:

- Follow up/Rehabilitation/Complications – continuity of care
- Paper Work

Recommendations

When deciding:

- Information about potential treatments
- Health Literacy so that patient through measurable outcomes
- Costs

Before leaving:

- Checklist on the activities to be addressed by NCPs
- Information channels to be established by NCPs and supported by Patients Organisations and Professional Bodies
- Financial Pathway (timeline, additional costs, reimbursement rates)

During stay:

- Information is needed on full protocol and any special requirement in the host country
- Language is important and needs attention, voluntary organisations could help this linguistic gap, seeking out potential sources of language resources
- Open channels of communication between patients and healthcare professionals in the HOME and HOST COUNTRY

Recommendations

After home:

- Clear channels of communication - Identify clear responsibilities
- NCPs need to ensure that the Admin paper work is interoperable so that patients can easily reimbursed



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