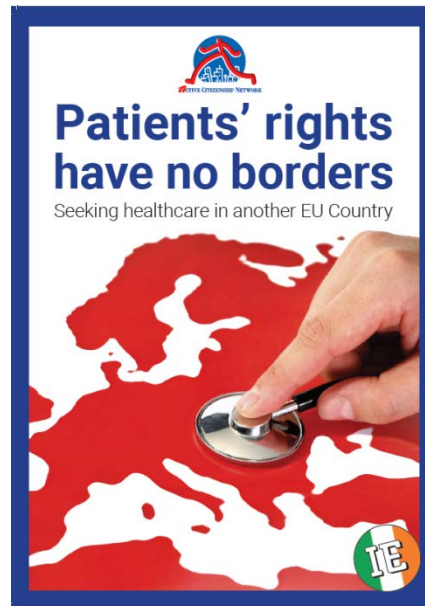


**First assessment
of the
European communication campaign
“Patients’ rights have no borders”**



European Parliament, Brussels

1 March 2017

BACKGROUND

- Low awareness of cross-border healthcare
- Lack of homogeneous information and assistance
- The Directive strengthens a patient's right
- The Directive owns a great potential



WHAT WE DID (and how)



Network of 14 organizations in 14 MS

-  Lower Austrian Patient and Nursing Advocacy
-  Patients' Organizations "With You"
-  Cyprus Alliance for Rare Disorders
-  Bürger Initiative Gesundheit e.V.
-  Inter-Association on health (CISS)
-  Irish Patients' Association
-  Plataforma de Organizaciones de Pacientes
-  Hungarian Federation of People with Rare and Congenital Diseases
-  Cittadinanzattiva - Tribunal for patients' rights
-  Council of Representatives of Patients' Organizations Of Lithuania
-  European Patients Empowerment for Customised Solutions
-  Malta Health Network
-  Institute for Patients' Rights & Health Education
-  Society of Consumer Protection



Informative materials in 14 languages



Dissemination activities (I)

Media exposure



CORRIERE DELLA SERA

Podtatranský KURIER

POP RAD
noviny občanov mesta

Independent media for better debate
eureporter health
GRILBOJTEL



НАЦИОНАЛНО СДРУЖЕНИЕ НА
БАКАЛАВЪР ФАРМАЦЕВТИТЕ В БЪЛГАРИЯ

ДА ОПОЗНАЕМ ЕВРОПА
euranet plus
ВОДЕЦАТА РАДИОПРЕЖА ЗА НОВИНИ ОТ ЕС

EuropaColon ... because life matters

eaptc
EUROPEAN ASSOCIATION
OF PATIENTS AND USERS
OF THERMAL CENTRES

PMR Pharmaceutical and healthcare market
in CEE and CIS

shëndeti online

Formez PA

FEDERAZIONE
CURE
PALLIATIVE
ONLUS

TOGETHER
FOR LIFE

MHN
MALTA HEALTH NETWORK

LAZARUS
PflegeNetzWerk

NÖ Patienten- und
Pflegeanwaltschaft **PPA**

RTÉ News

Irish Examiner

Medical News **bnf**
КОРИЗОНТ

ПАЦИЕНТСКИ ОРГАНИЗАЦИИ
Заедно с теб

news.bg

EXPERT.BG
Любимото на бизнеса

Sunday Business Post

Bürger
Initiative
Gesundheit e.V.

fair-NEWS.de

PLATAFORMA DE ORGANIZACIONES
DE PACIENTES

CE SIDA
Coordinadora estatal
de VIH y sida

somos pacientes
LA COMUNIDAD DE ASOCIACIONES DE PACIENTES

urologenportal.de



PLATAFORMA DE ORGANIZACIONES
DE PACIENTES

CE SIDA
Coordinadora estatal
de VIH y sida

HAZ UNA APORTACION VOLUNTARIA A LA QUÍMICA
Federación Española de Fibrosis Quística

A amica

ACTIVE CITIZENSHIP NETWORK

life PR 360° LEBEN

Journalist - Publizist - Autor
ARRedaktion - Reginen Roland - polnische Reportagen extra schärf...

4 años
ALCER

Fraternidad
Meyra

SENIORENLOTSE

diskussions forum
Rehabilitations- und Teilhaberecht
www.reha-recht.de

Dissemination activities (II)

Social media



ActiveCitizenshipNet ha ritwittato

EU_Health @EU_Health · 3 mag
Congratulations on the campaign launch! Info on #EU #crossborder #healthcare legislation europa.eu/!YB49PJ

ActiveCitizenshipNet @activecitnet
S.Belfiore @activecitnet officially introduce the european communication campaign to implement the European Crossborder healthcare #eprd16

10 8

ActiveCitizenshipNet ha ritwittato

consumi&consumi @consumieconsumi · 17 set
Una buona notizia dall'#Europa

ActiveCitizenshipNet @activecitnet
Need #healthcare assistance in another EU member state? Check your #nationalcontactpoint #PatientsRightsHaveNoBorders bit.ly/1NJfnZT

6 2

ActiveCitizenshipNet @activecitnet · 23 set
Vuoi curarti in un altro paese dell'UE? Ecco la guida in italiano bit.ly/2cKwHBL
#PatientsRightsHaveNoBorders @Cittadinanzatti

6 1

ActiveCitizenshipNet @activecitnet · 16 set
Download free guides in 14 languages to learn more about #Patients'RightsHaveNoBorders & #CBHC #ActiveCitizenshipNet ow.ly/zAIF3043z87

4 3

ActiveCitizenshipNet @activecitnet · 13 set
Seeking #healthcare in another member state? #patient #associations can help you! #PatientsRightsHaveNoBorders bit.ly/2crgkXc #CBHC

8 4

Dissemination activities (III)

Local events



Austria



Malta



Dissemination activities (III)



Italy



Dissemination activities (IV)

Poland



Data & Case Histories

*"I live in Austria
and I am insured with an Austrian fund,
but I would like to get surgery in Slovakia.
What am I entitled to? Will my health
insurance cover the costs of the surgery?
What are the procedures to follow?"*

*"Hello,
I went to Switzerland to get surgery for eye
melanoma.
The local health system approved my request of prior
authorization but they still have not given any
reimbursement for that (medicines, etc.).
What can I do?"*

*"I was diagnosed with a tumour
on my right knee. I live in Belgium but I decided to turn
to a doctor in Italy. He told me I needed surgery urgently,
as long waiting times would have implied complications and uncertain
recovery. So I have sent the request of reimbursement for planned treatment
to the health insurance I am affiliated to. They have told me twice the Italian
doctor should have submitted the application. So I asked my doctor to prepare
the required documents. After two long weeks, I got the official answer of the
health insurance asking for the same document from a Belgian doctor. This
lengthens the time further, as I have to take a medical appointment here in
Belgium, then have a biopsy and after that the surgery.
And what about the patient's right
to choose his own doctor?"*

MAJOR ACHIEVEMENTS

- ✓ **Endorsement of the DG-Santé «e-Health & Cross-Border Healthcare Unit»**
- ✓ **Endorsement of the MEPs Interest Group «European Patients' Rights & Cross-Border Healthcare»,** which hosted the [launch event](#) of the campaign on 3 May 2016 at the European Parliament in Brussels.
- ✓ **Support from European and national organisations:** EuropaColon, Global Myeloma Action Network (GMAN), World Alliance of Pituitary Organizations (WAPO), the Bulgarian Association for Patients Defence and LHRM e.V. (Leukämiehilfe RHEIN-MAIN e.V.)



MAJOR ACHIEVEMENTS

- ✓ A range of approximately **1000-5000 citizens** per country reached through the dissemination activities (online and on the spot).
- ✓ Calls of interest to **extend the campaign** in the remaining EU countries in 2017 (Portugal, Croatia, Slovenia, UK, Romania, Denmark).
- ✓ **Other applications** from new organisations in the countries already involved in 2016 (Bulgaria, Cyprus) and **proposals of campaigning** also in 2017 by some official partners (Poland, Hungary).



What is still missing?

- **Appropriate information**, not only for patients, but also for medical practitioners and health insurers;
- **Awareness of role and potential of national contact points**
- **Inadequate and insufficient protection of rights**
- The most relevant case histories in cross-border healthcare come mainly from **patients affected by rare or oncological diseases**;
- **Cooperation amongst stakeholders**: to date, the article no. 6 of the Cross-border Healthcare Directive is still not implemented: “[...]Member States shall ensure that the national contact points consult with patient organisations, healthcare providers and healthcare insurers”.



Thank you!

Sonia Belfiore

Project Manager EU Affairs

s.belfiore@activecitizenship.net

Tel.: +39 (0)6 36718207

Skype: s.belfiore.carm