

# Practical Arrangements for Patients

*Information, Communication, Continuity*

A European Future for Health Care  
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# Practical Issues for Patients

- Lack of information
  - On the health care system of the receiving country
    - Access, availability of services; arrangements, quality
  - On their rights and responsibilities
- Legal uncertainty
  - Coverage, entitlements
  - Responsibilities in case of malpractice
- Quality of Care
  - Accreditation, Licensing
  - Access to Drugs / Clinical Trials
- Continuity of Care
  - No or poor discharge letter (format, language, concepts of care, liability, etc.)
- Care for Chronic Conditions
  - Diabetes, Dialysis, Cancer, ...



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# Information on Patient Mobility

- **Patients**
  - On rights and possibilities
  - Access, details health systems- **PMIG**
  - On quality and safety of medical care
- **Providers / Referrers**
  - Possibilities in (neighbouring) European countries
  - Centres of References
  - Communication of Patients Data
- **Purchasers**
  - Contracting, availability, etc.
- **Health Authorities**
  - **Extend / use of cross border care**
  - Information for Planning of **Resources**
  - **Impact** Analysis
  - Making information available to patients



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# PMIG: Patient Mobility Information Guide

[www.patientmobility.info](http://www.patientmobility.info)

pmig The Patient Mobility Information Guide

Search Language English

Receive Treatment Abroad About Patient Mobility Shared Health Experience

Welcome I'm from: UK

## A Guide to Medical Treatment Abroad for All European Citizens

- Tourism and Business Trips**  
All you have to know about receiving medical treatment while on vacation or business trip abroad
- Long term residents**  
All you have to know about receiving medical treatment while studying, working or retiring abroad
- People with durable residency**  
All you have to know about receiving medical treatment while on vacation or business trip abroad
- Patients sent for treatment abroad**  
All you have to know about receiving medical treatment while studying, working or retiring abroad
- Compare specific treatment abroad**  
All you have to know about receiving medical treatment while on vacation or business trip abroad
- Residents of border regions**  
All you have to know about receiving medical treatment while studying, working or retiring abroad

**News**

Title

The increasing movement of citizens for work across the EU...

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**Shared Health Experience**

Have you had a good or bad health experience abroad?

[Help other europeans learn from your experience](#)

**What is patient mobility?**

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# European Coordination: **MORE LEGAL CERTAINTY ?**

- Rights and entitlements
  - a basic basket in Europe?
  - EHIC (E111) - a European Visa Card
  - Interoperability of health systems (eHealth)
- Framework for Cross Border Contracting
  - Guidelines for Purchase of Treatment Abroad (HLGHSMC)
- ONE central place for cross border malpractice
  - Guidelines on the responsibilities ?



# European Coordination: **Quality** of Care

- **Quality** and **Safety** of Health Care
  - European Accreditation
  - Revalidation of Professionals
- **Clinical Guidelines /**
  - really applied?
- **Continuity** of Care
  - Discharge, post OP, etc.
- Care for **Chronic** Conditions
  - Diabetes, - other chronic diseases
- Access to indicated **Drugs**
  - European Drug Handbook (EDB)
  - Access to Clinical Trials



# European Coordination: **Continuity of Care**

## Communication between professionals

- Format for a **Common Discharge Letter** (basic data)
- A CENTRAL Exchange?

## EPR - Citizen Centered Patient Record

- Inter-operability of Health Systems, Data security issues / transparency
- Communication professionals to patients (email to patients)
- Dialogues / Follow up on Chronic Illnesses
- Patient access to their information  
Web based: Personalized internet pages
- **“Follow Me”** (online medical records)

## Support to eHealth Activities

### Move the data not the patients !

- Radiology / HistoPathology
- Second Opinion - ONLINE
- Hospital Cooperation



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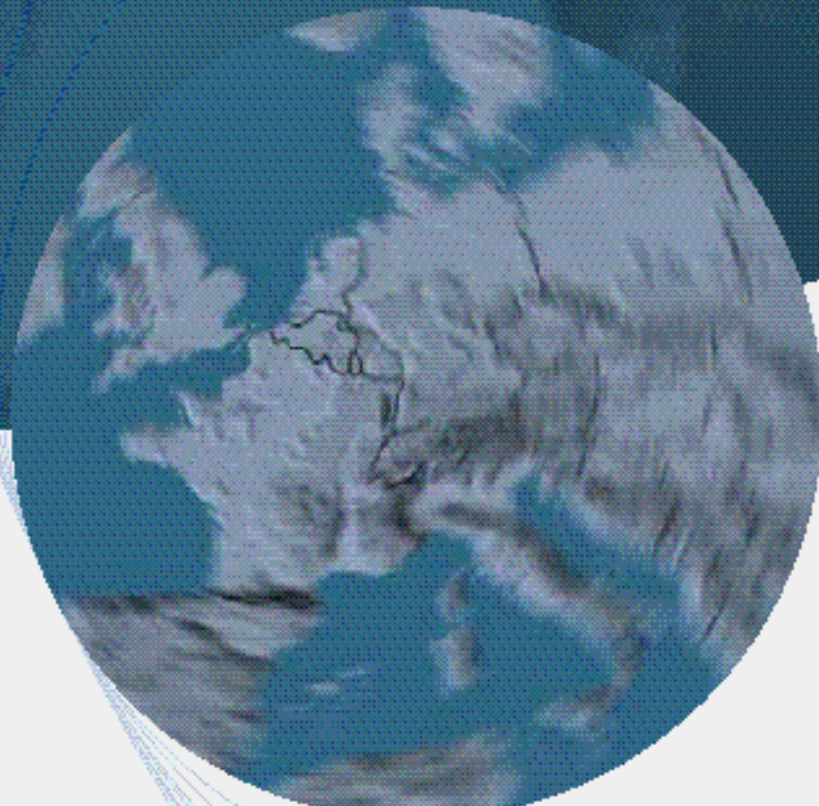


# European Coordination: Health Systems Cooperation

- Sharing of Capacity
- Centres of References
- Technology Assessment
- Supra national issues –
  - Threats to health
  - Communicable diseases
- Exchange of Best Practices



*Thank you very much  
for your interest !*



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