



3rd e Health ecosystem meeting

ΕΟΠΥΥ

National Organization for Health Care Services Provision

Division of International Affairs

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

September 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:

1110-11-00-00-01

Know before you go

Check your treatment plans with your health professional:

- ✓ 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.



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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...

1110-11-00-00-01





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

Each Member State has to:

1. designate one or more National Contact Points for Cross-Border Healthcare
2. communicate the names and contact details of these National Contact Points to the Commission
3. cooperate with the Commission so that the above information is publicly available
4. cooperate closely with other NCPs as well as the Commission





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

Each National Contact Point has to:

1. facilitate the exchange of relevant information
2. provide patients on request with contact details of:
 - National Contact Points in other Member States
 - 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





The project of the Hellenic National Contact Point

- ▶ Art.6/Law 4213/2013: The Division of International Affairs of EOPYY was designated as the Hellenic National Contact Point
- ▶ 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 role and the function of the Hellenic National Contact Point were defined by Decision 264 of EOPYY's Board of Directors



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:

ΕΠΙΧΕΙΡΗΣΙΑΚΑ ΠΡΟΓΡΑΜΜΑΤΑ | Ιστορικά Σελιδοδείξεις | Εργαλεία | Βοήθεια

ΕΟΠΥΥ - Αρχική Σελίδα

www.eopyy.gov.gr/ Home/StartPage?x_HomePage=Index

ΕΟΠΥΥ

ΕΠΙΧΕΙΡΗΣΙΑΚΑ ΠΡΟΓΡΑΜΜΑΤΑ | ΕΠΙΧΕΙΡΗΣΙΑΚΑ ΠΡΟΓΡΑΜΜΑΤΑ | ΕΠΙΧΕΙΡΗΣΙΑΚΑ ΠΡΟΓΡΑΜΜΑΤΑ | ΕΠΙΧΕΙΡΗΣΙΑΚΑ ΠΡΟΓΡΑΜΜΑΤΑ | ΕΠΙΧΕΙΡΗΣΙΑΚΑ ΠΡΟΓΡΑΜΜΑΤΑ

14/09/2014
ΕΠΙΧΕΙΡΗΣΙΑΚΑ ΠΡΟΓΡΑΜΜΑΤΑ ΔΙΑΚΡΙΣΕΩΝ ΚΑΘΑΡΙΣΜΟΥ ΜΟΝΑΔΑΣ ΥΓΙΑΣ ΤΟΥ ΠΕΔΥ ΒΕΡΟΛΙΑΣ

15/09/2014
ΕΠΙΧΕΙΡΗΣΙΑΚΑ ΠΡΟΓΡΑΜΜΑΤΑ ΔΙΑΚΡΙΣΕΩΝ ΚΑΘΑΡΙΣΜΟΥ ΜΟΝΑΔΑΣ ΥΓΙΑΣ ΤΟΥ ΠΕΔΥ ΜΑΔΡΙΔΑΣ

16/09/2014
ΕΠΙΧΕΙΡΗΣΙΑΚΑ ΠΡΟΓΡΑΜΜΑΤΑ ΔΙΑΚΡΙΣΕΩΝ ΚΑΘΑΡΙΣΜΟΥ ΜΟΝΑΔΑΣ ΥΓΙΑΣ ΤΟΥ ΠΕΔΥ ΜΑΔΡΙΔΑΣ

17/09/2014
ΕΠΙΧΕΙΡΗΣΙΑΚΑ ΠΡΟΓΡΑΜΜΑΤΑ ΔΙΑΚΡΙΣΕΩΝ ΚΑΘΑΡΙΣΜΟΥ ΜΟΝΑΔΑΣ ΥΓΙΑΣ ΤΟΥ ΠΕΔΥ ΜΑΔΡΙΔΑΣ

18/09/2014
ΕΠΙΧΕΙΡΗΣΙΑΚΑ ΠΡΟΓΡΑΜΜΑΤΑ ΔΙΑΚΡΙΣΕΩΝ ΚΑΘΑΡΙΣΜΟΥ ΜΟΝΑΔΑΣ ΥΓΙΑΣ ΤΟΥ ΠΕΔΥ ΜΑΔΡΙΔΑΣ

Αναζητήστε τα στοιχεία των συμβιβημένων με τον Ε.Ο.Π.Υ.Υ. προμηθευτών υγείας ανά περιοχή και αλυσίδα.

Βρείτε φανταβού με γικτρούς του Ε.Ο.Π.Υ.Υ.

Φαρμακεία ΕΟΠΥΥ
Ποια φάρμακα είναι διαθέσιμα στα Φαρμακεία του ΕΟΠΥΥ.

Υποβοηθούμενη Αναπαραγωγή
Επισημασμένα και λοιπά μέθοδοι Υποβοηθούμενης Αναπαραγωγής στην ΕΟΠΥΥ - Χρήσιμες πληροφορίες - Διαδικασίες

Συχνές Ερωτήσεις - Απαντήσεις
Αναζητήστε την απάντηση στο ερώτημά σας από τη λίστα των συχνών ερωτήσεων - απαντήσεων (FAQ) του Ε.Ο.Π.Υ.Υ.

Οδηγός κατάθεσης δικαιολογητικών για τις υγειονομικές επιστροφές

Κοινωνική Ασφάλιση στην Ευρωπαϊκή Ένωση
European Union Social Security

Για Ελληνικά κείμενα εδώ.

Διακρίσεις για πρόβλεψη διαγνωστικών εξετάσεων
Μπορείτε να δείτε το στατιστικό μέγεθος από εδώ.
Δ.Τ. για ορθή συννοσηριότητα εξετάσεων
16-09-2014

Περσσότερα ...

Διακρίσεις Υγειονομική Περιθαλψη Cross-Border Healthcare

Εθνικό Σημείο Επαφής της Ελλάδος
Hellenic National Contact Point

Χρήσιμοι Σύνδεσμοι

- Δελτία - Διαφορές στο κράτος
- Επιτήρηση Ελευθέρων Προσώπων (Health Voucher)
- Υπουργείο Υγείας και Κοινωνικής Αλληλεγγύης
- Υπουργείο Εργασίας και Κοινωνικής Ασφάλισης

Αύριο 26/09/2014

Αύριο 26/09/2014



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 displays the website interface for the Hellenic National Contact Point. The browser address bar shows the URL: <http://www.eopyy.gov.gr/nationalContactPoint/index>. The page title is "Hellenic National Contact Point".

Hellenic National Contact Point

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

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*:

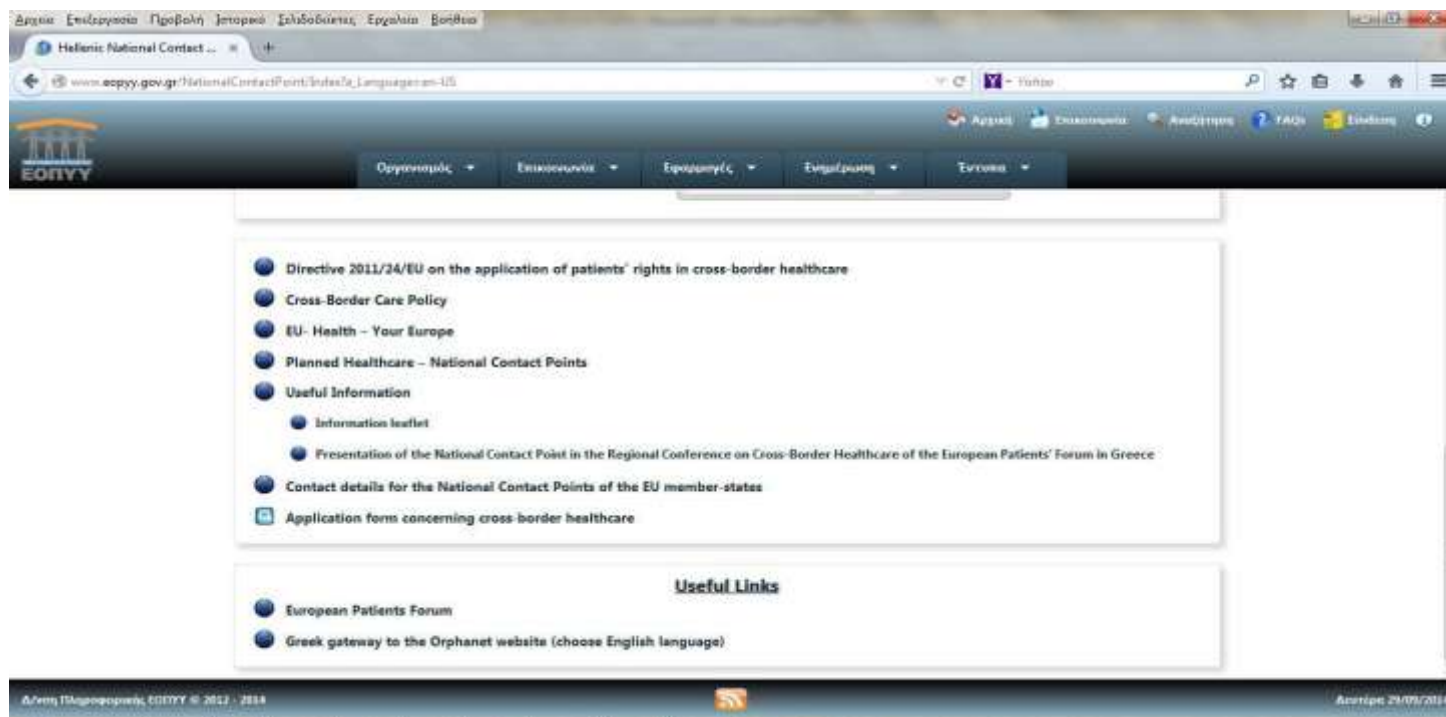
Directive 2011/24/EU on the application of patients' rights in cross-border healthcare

Δ/νση Πάροχων Υπηρεσιών ΕΟΠΥΥ © 2012 - 2014 Δευτέρα 07/04/2014



The internet site of EOPYY (3)

The link of the Hellenic National Contact Point – Useful links:





Hellenic NCP Information availability (1)

By means of:

- ▶ Internet
- ▶ Telephone (call center)
- ▶ Fax
- ▶ e-mail
- ▶ Applications at the Regional Healthcare Divisions of EOPYY
- ▶ Direct communication:
 - **Personal consultation** (*prior appointment required*) and
 - **Interactive front desk** at the Hellenic National Contact Point (situated in 12 Apostolou Pavlou Str, Maroussi- Athens)





Hellenic NCP Information availability (2)

- ▶ 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)

- ▶ **IMI System** (Abbreviation for: Internal Market Information System)

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)

Online available:

http://ec.europa.eu/internal_market/imi-net/index_el.htm





Furthermore:

- ▶ All the **Administrative procedures** have been completed according to Article 9 (Ministerial Decision: Y9a/76908/11.09.2014)
- ▶ **Healthcare** cases that may be subject to **prior authorization** have been defined according to Article 8 (Ministerial Decision: Y9a/79323/16.09.2014)
- ▶ Continuous cooperation with **EU DG Sanco** (Directorate General for Healthcare and Consumers)
- ▶ http://ec.europa.eu/dgs/health_consumer/index_en.htm





e Health

- ▶ According to **Article 13** of the Law Greece is a participant of the **European Voluntary Network**, which connects all the competent e Health national authorities, as those are defined by the EU member-states via Ministry of Health, the competent Authority for e Health issues.
- ▶ EOPYY, as National Organization for Healthcare Services Provision and as competent authority for the reimbursement of healthcare costs as well as the Hellenic National Contact Point, evaluating the experience of its officers, expresses its willingness to co operate with all the competent organizations or institutions adopting the necessary measures for the establishment, management and transparent functioning of the eHealth network.





Thank you for your attention!

Kalliopi Koumpi
Head of Division of International Affairs
EOPYY

National Organization for Health Care Services Provision

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