

Come sostenere il diritto alla libera circolazione dei pazienti in UE

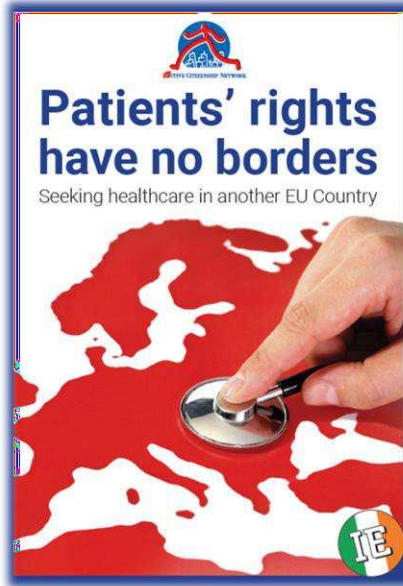
Anna Lisa Mandorino
Cittadinanzattiva, Segretaria generale
Roma, 11 aprile 2024

Network of 26 patient & civic organizations in 24 Member States

- AT  Lower Austrian Patient and Nursing Advocacy
- BE  Active Citizenship Network
- BG  Patients' Organizations "With You"
- CY  Cyprus Alliance for Rare Disorders
- CZ  Klub pacientů mnohočetný myelom, z.s.
- EL  Greek Alliance for Rare Diseases
- DE  Bürger Initiative Gesundheit e.V.
- DK  Rare Disease Denmark
- FI  Association of Cancer Patients in Finland
- FR  Inter-Association on health (CISS)
- IE  Irish Patients' Association
- ES  Plataforma de Organizaciones de Pacientes
- HR  Croatian Association for the Promotion of Patients' Rights
- HU  Hungarian Federation of People with Rare and Congenital Diseases
- IT  Cittadinanzattiva - Tribunal for patients' rights
- LT  Council of Representatives of Patients' Organizations of Lithuania
- NL  European Patients Empowerment for Customised Solutions
- MT*  Malta Health Network
- PL  Institute for Patients' Rights & Health Education
- PT  Azorean Chronic Pain Patients Association
- RO  Romanian National Alliance for Rare Diseases
- SL  SIBAHE Slovenian Foodbank; Kultlab Celje Society;
Association for justice and control
- SK  Society of Consumer Protection
- UK  Pelvic Pain Support Network



European communication campaign “Patients’ rights have no borders”



Informative materials in different languages



Brussels events at the European Parliament

3° May 2016



1st March 2017



27th February 2018



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?"

Dissemination activities – Local events



Attività

<https://www.activecitizenship.net/about-us/our-priorities/185-the-commitment-of-active-citizenship-network-on-cross-border-healthcare.html>

[MEPs Interest Group "European Patients Rights and Cross border healthcare"](#) (at its second mandate)

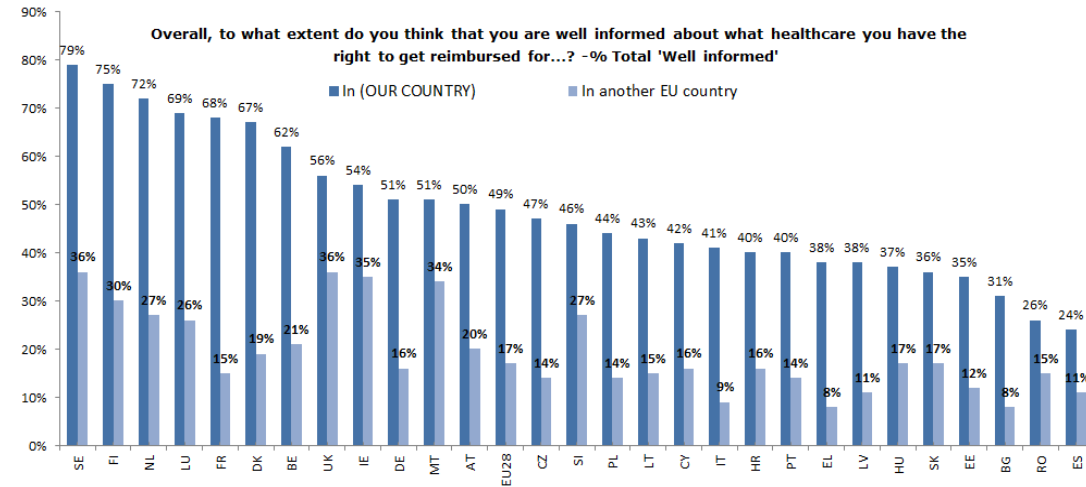
Feedback about the [Roadmap "Cross-border healthcare – evaluation of patients' rights"](#) (2021)

["Patients' rights have no borders": a civic assessment](#) (2017)

["Patients' rights have no borders". A civic perspective](#) (2018)

Major concerns

Less than 20% of citizens feel that they are informed about their cross-border healthcare rights (2016)



Low awareness of cross-border healthcare directive and rights



Lack of homogeneous information and assistance:

- complicated system of prior authorization, different from MS to MS;
- little or denied reimbursements
- long or complicated administrative procedures
- disparities amongst NCPs in the way they operate and the information they provide

Intoppi

Relazione Commissione
europea - 2022

***Scarsa conoscenza dei diritti dei pazienti UE,
con conseguente trend delle richieste in
diminuzione***

***Informazione inadeguata e/o poco
accessibile, specialmente per le persone con
disabilità***

***Sproporzione degli oneri amministrativi,
anche a scopo “difensivo” nei confronti dei
Servizi sanitari nazionali***

***Incertezza sui costi e sui rimborsi, anche per
la mancata digitalizzazione delle procedure***

Esempi

Ritardo nel recepimento della Direttiva

Efficacia non soddisfacente dei Punti di contatto nazionali

“Onere della prova” richiesta dagli enti di assicurazione sanitaria rispetto alla qualità e alla sicurezza delle strutture di altro Stato

Traduzione certificata

Scarsa accessibilità dei siti

Scarse informazioni per le persone con disabilità sull'accessibilità delle strutture

Difficoltà di riconoscimento delle prescrizioni mediche per verifica dell'autenticità o per le barriere linguistiche

Insufficienti informazioni sugli onorari

Come sostenere il diritto alla libera circolazione



Continuare a monitorare l'applicazione omogenea della direttiva, anche attraverso la raccolta sistematica dei dati degli Stati Membri



Continuare a investire sul consolidamento delle reti e sulla loro interazione con i sistemi nazionali, continuare a favorire la cooperazione fra le Regioni transfrontaliere



Diffondere informazione accessibile attraverso i Punti di contatto nazionali e una maggiore sinergia con le associazioni civiche



Semplificare, omogeneizzare e digitalizzare le procedure, per arrivare a uno Spazio europeo dei dati sanitari

Grazie!

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