



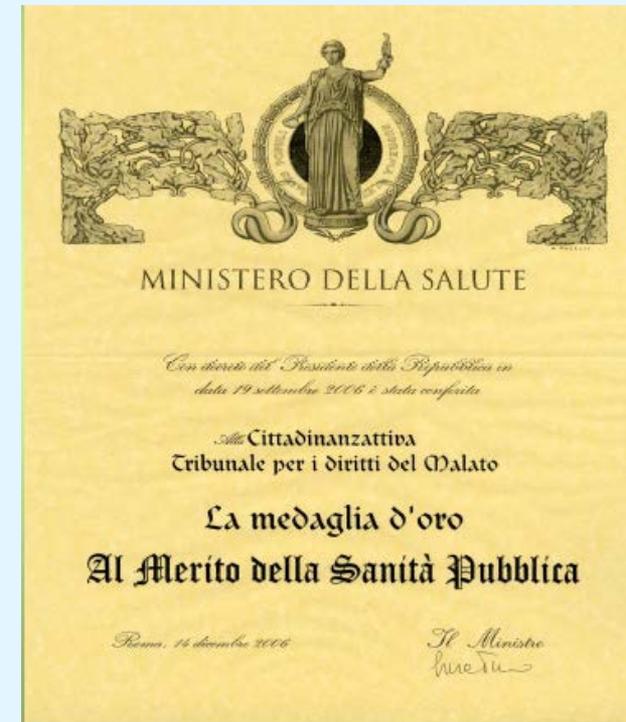
Improving patients' rights in the age of the Cross Border Healthcare Directive

Istituto Luigi Sturzo

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Cittadinanzattiva & Active Citizenship Network

- Active Citizenship Network (ACN) is one of the most widespread, open and flexible European networks, as it counts more than 100 civic and patients organizations.
- Established in 2001, it is coordinated by the Italian NGO Cittadinanzattiva, a non-profit organization founded in 1978.
- Main objectives are the promotion of civic participation and the protection of citizens' rights: citizens are a key resource for democracy and they play an active role in society and should be given the opportunity to participate in current policy-making.



2007:

The President of the Italian Republic has awarded my organization with Gold Medal for our commitment to improve the National Health System

In Italy



Tribunal for Patients' Rights (network with more than 200 local point & 10,000 volunteers, mostly in hospitals)

84 PIT-Citizen Advisory Centres, providing guidance, information and protection in the health service. A back office at national level and front line in 84 cities.

Each year, all claims & requests of information (average 25,000 / year) are included in a National Report submitted to the authorities (2014, Edition N.17)

National Coalition of Associations for Patients suffering Chronic Diseases (CnAMC), an example of crosscutting alliance between associations of people with chronic and rare diseases. From 2000, it publishes a National Annual Report on chronic policies and manages a dedicated website



Abroad



ACN is recognized by the EU Commission-DG Health and Food Safety in the [EU Health Policy Forum](#) as European stakeholder in the fields of public health and healthcare, and official member of “[Active Citizenship Structured Dialogue Group](#)”, led by DG-Home, a EU platform dealing with civic participation.

ACN is also active in South of America since 2009 with a Citizen Advisory Centres on Public Services and Health in [Colombia](#)

- ACN is the promoter of the [European Charter of Patients' Rights](#) in 2002 and the [European Patients' Rights Day](#) since 2007, celebrated every year with local, national and EU events all over Europe.
- In 2007, ACN received the **Civil Society Award** of the European Economic and Social Committee for its work on citizens' rights.
- Last May 2015, ACN took the initiative to encourage the new Member European Parliament Interest Group on “[European Patients' Rights and Cross-border Healthcare](#)”.



Member of the European Parliament Interest Group

..because I suffer from a rare disease, Behcet's Syndrome

.. patients must participate and be able to say their point of view on the effectiveness of drugs

.. never more invisible!

..the patient rights are of paramount importance nowadays when health systems are financially cut

... .because especially in this period, I believe that we patients with rare disease are the ones weakest. You do not know who to turn to, the reference centers are few. It would be necessary both in Italy and in other Countries improve this situation, instead they try to take away even what we had conquered so hard.

..the politicians think they have done their duty, but the implementation will be very difficult

**Online petition,
I sign because...**

.... a clear and harmonious implementation of the patients' rights can also be used to improve national health system and reduce the health tourism due to inefficiencies

.... because it is a fundamental right linked to the principle of free movement of goods and people: if not followed by implemented rules that fully utilize the principle, it remains just a word

...because I need to be informed to exercise my right to free choice, but also to contribute to the improvement of health system

Cosa sono le cure transfrontaliere?

La mia salute è un bene di tutti



Lo sai che...

Se la Sanità locale (ASL, Regione o anche Nazione stessa) non è in grado di erogare la prestazione di cui hai bisogno, per mancanza di strutture specialistiche o macchinari o perché la lista d'attesa è troppo lunga per le prescrizioni mediche, è possibile chiedere alla propria ASL di rimborsare le eventuali prestazioni che si effettuano fuori dai confini italiani nei Paesi dell'Unione Europea.

Per avere accesso a questo tipo di tutela, è necessario che:

- la prestazione sia inserita nell'elenco LEA (Livelli Essenziali di Assistenza),
- che un Medico pubblico specialista testimoni che la prestazione di cui hai bisogno debba essere effettuata in tempi e modi precisi e di non essere a conoscenza di una struttura che possa erogare la prestazione in tempo e nei modi opportuni.

La richiesta di rimborso per cure transfrontaliere va effettuata prima della partenza! Le ricevute dei pagamenti effettuati all'estero vanno inviate alla ASL entro tre mesi dall'ultima spesa, che provvederà in un secondo momento al rimborso.

Ricorda!

Puoi avere informazioni su come avere accesso alle cure in Europa dal Punto di Contatto Nazionale del Ministero della salute; la sezione del Tribunale per i diritti del malato a te più vicina è a disposizione per aiutarti.

www.sonomalatoanchio.org

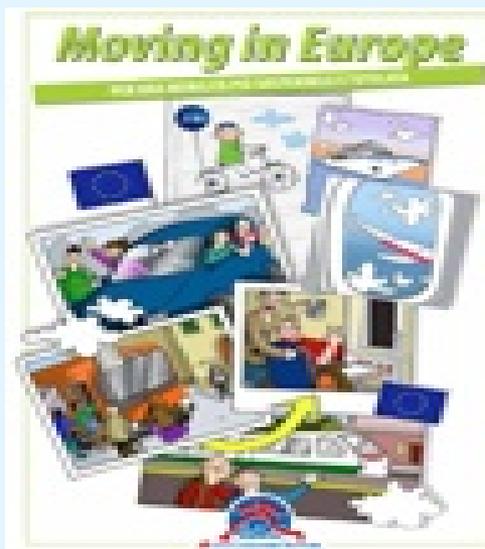
Con il sostegno non condizionato di
abbvie

Partner tecnico
epifela



[2015, Tour of Rights in 35 Italian cities](#)

2016: Information campaign in EU Countries to celebrate the 10th Anniversary of the EU Patients Rights Day



[Mobility, healthcare centers and rights protection](#)