

Cross border Patients' rights

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European Citizen Action Service
U-Impact debate in Rome – 4 March 2016

Health care and free movement?
What do we learn from YEA

What should be done?

What is Your Europe Advice

ECAS provides the “Your Europe Advice” service as an external contractor for the European Commission:

- ★ Since 1996, formerly Citizens’ Signpost Service (CSS);
- ★ Network of experienced multilingual lawyers from all EU Member States;
- ★ Any individual can ask questions in any official EU language about his/her EU rights, most often concerning cross-border situations;
- ★ Replies provided within less than one week and in any official EU language;
- ★ Enquiries can be submitted either online or by telephone, and replies are provided either by e-mail or by phone;
- ★ More than 22 000 replies provided in 2015– all-time high.

Access via the Your Europe website <http://europa.eu/youreurope/>



Help and advice for EU nationals and their family

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Travel

- Documents you need
- Passenger rights
- What can you take with you?
- Money & Charges
- Safety
- Package travel & timeshare

Work & Retirement

- Working abroad
- Finding a job abroad
- Retiring abroad
- Professional qualifications
- Unemployment & benefits
- Taxes

Vehicles

- Cars
- Driving licence
- Insurance
- Registration

Residence formalities

- Workers and pensioners
- Students
- Jobseekers
- Documents and formalities
- Elections abroad

Education & Youth

- School
- University
- Traineeships
- Researchers
- Volunteering

Health

- Unplanned healthcare
- Planned healthcare
- Help from the pharmacy
- When living abroad

Family

- Children
- Couples

Consumers

- Shopping
- Your online rights
- Personal finance
- Unfair treatment

This site is for you, the European citizen and for your family, to **know your rights** and to find **practical tips** to help you move around the EU.

Latest updates

21/01/2015 [Fees and financial help](#) content update

19/01/2015 [Travel documents for EU nationals](#) content update

12/01/2015 [The Euro, cash transfers and paying by card](#) content update

09/01/2015 [Taxation of researchers](#) content update

07/01/2015 [VAT](#) content update

See also

- [Doing business](#)
- [Ask Europe Direct](#)
- [Conditions to migrate to an EU country](#)



http://europa.eu/youreurope/advice/index_en.htm

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EU RIGHTS - ADVICE AND PROBLEM SOLVING

Submit an enquiry or complaint

Europa > European Commission > Internal Market > Submit an enquiry or complaint



Seeking advice or help with your EU rights?

i There are different services available depending on your needs.
By answering the following questions, we can direct you to the most appropriate service.

Which service are you looking for?

- Personal advice regarding my EU rights
- Help to get my EU rights recognised

Next 

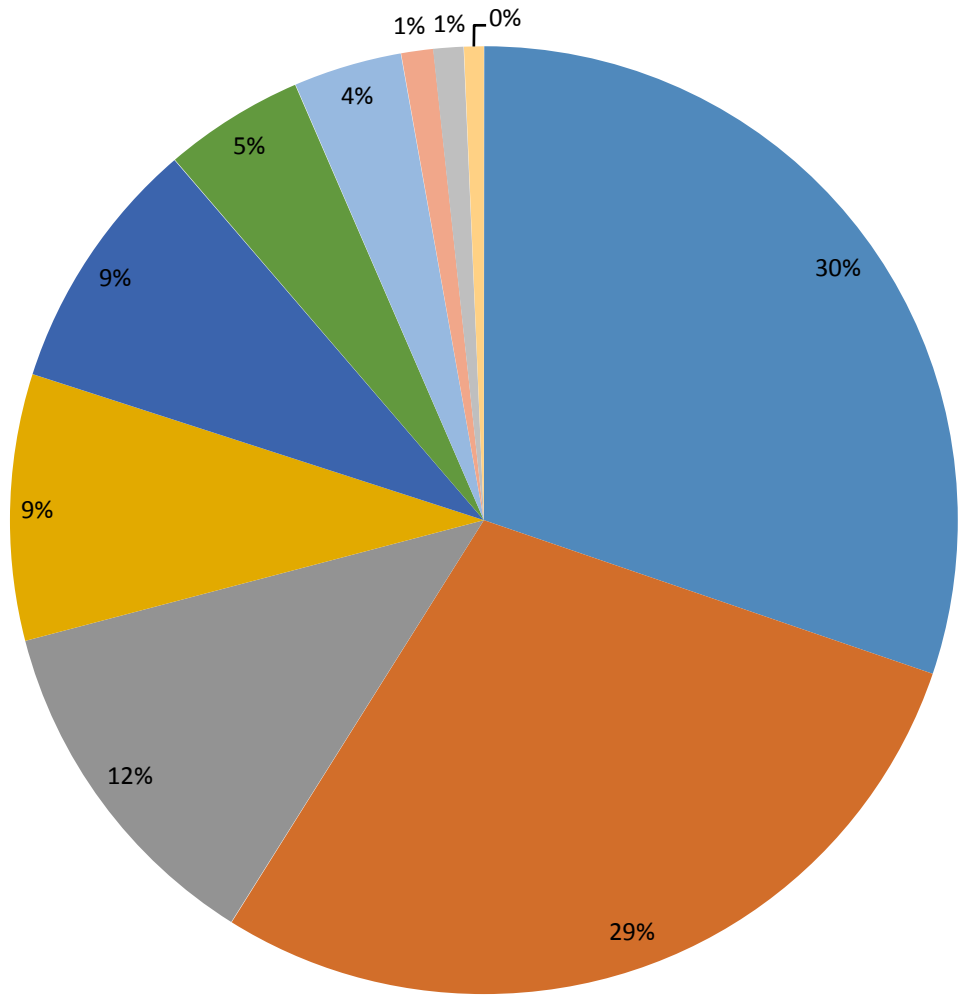


Health care and free movement? What do we learn from YEA





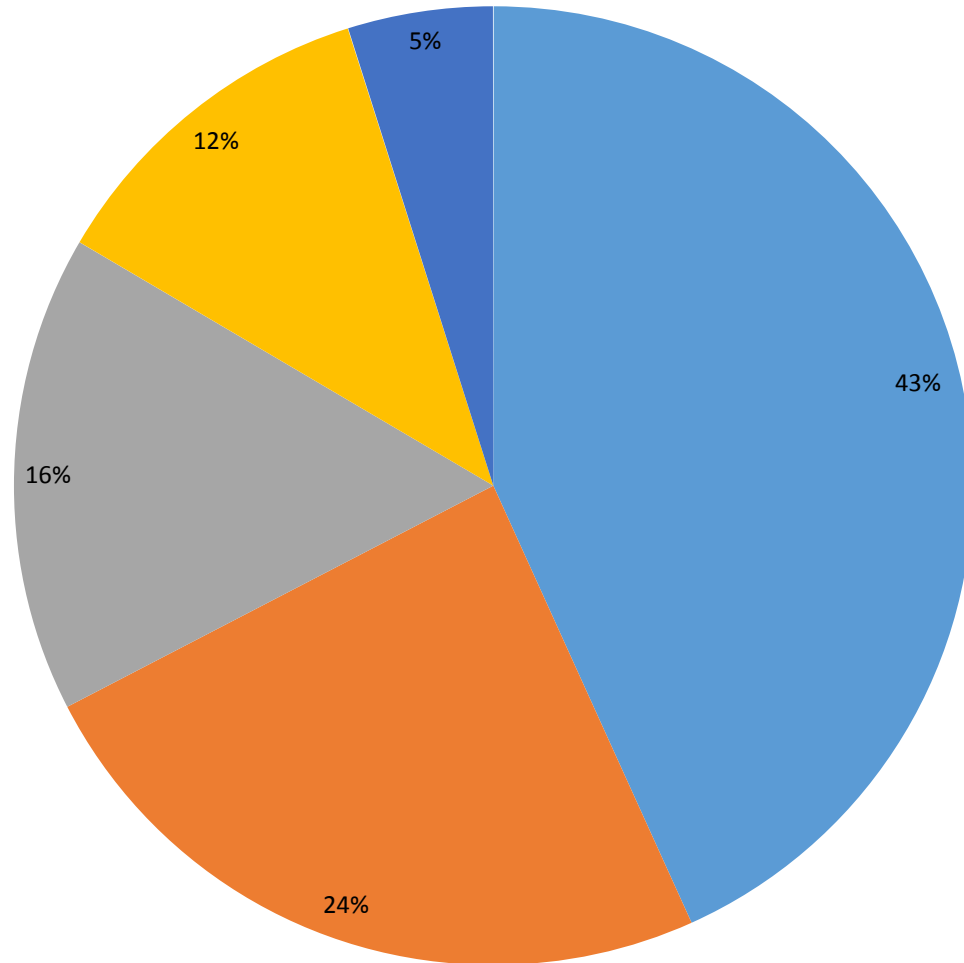
Social Security



- Health care, sickness or maternity (here comprised medical treatment)
- Country of insurance and general management
- Old Age benefits
- Family benefits
- Unemployment
- Other
- Invalidity benefits
- Survivors benefits and death grants
- Pre-retirement benefits
- Pharmaceuticals

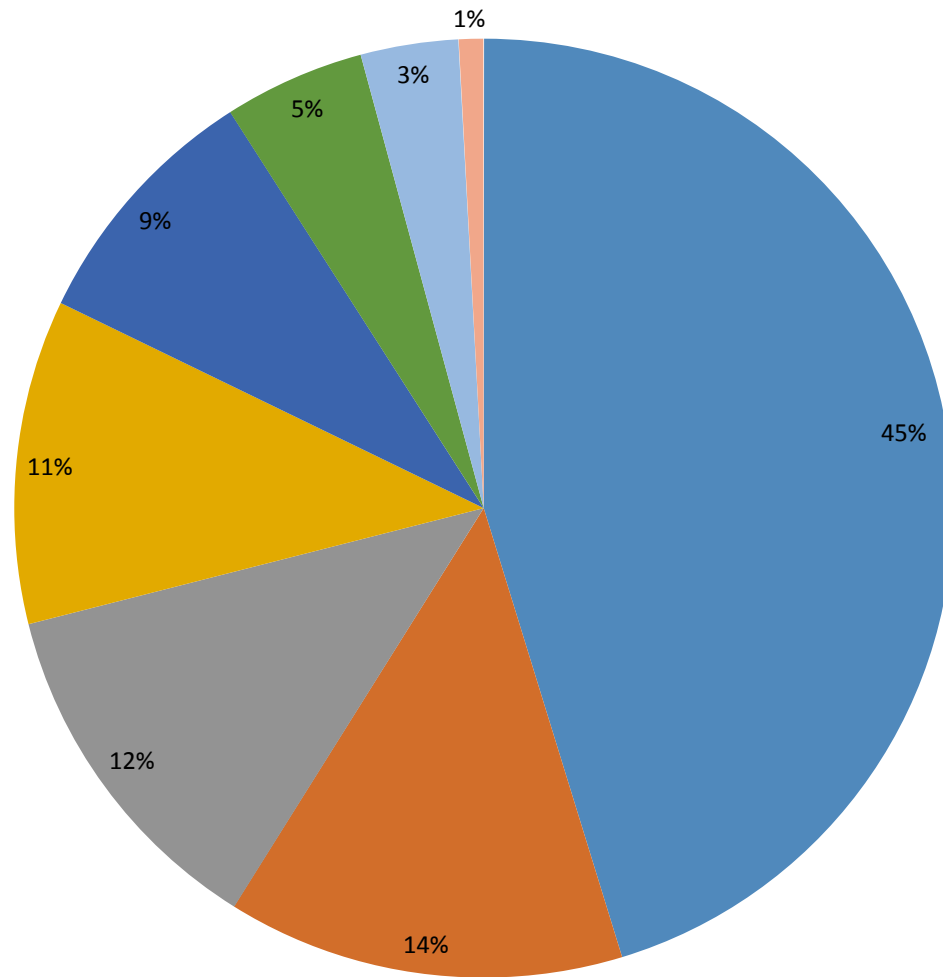


Health, Sickness and Maternity



- Necessary healthcare abroad and the European Health Insurance Card (EHIC)
- Forms (Health care, sickness or maternity (here comprised medical treatment))
- Sickness benefits
- Planned treatment
- Maternity and equivalent paternity benefits

Type of problems



- Access to information
- Quality of information
- Awareness of national authorities
- Communication between national authorities
- Enforcement
- Conformity of national provisions
- Excessive administrative formalities
- Gaps and Grey areas in EU law

2. Feedback from YEA experts:

★ Most frequent EU patients' requests for information:

- Will my prescription be recognised in another EU Member State?
- Can I seek healthcare abroad if the treatment is not available in my country?
- When would I need prior authorisation from my national authority?

★ Most frequent EU patients' complaints:

- Denied reimbursements ;
- Authorisation refused;
- Non recognition of medical prescriptions.

3. Analyses from YEA experts:

- ★ Interaction between Directive 2011/24/EU and the Regulations on social security coordination remains unclear for most of the national & local authorities;
- ★ When reimbursement is possible under both routes, the Directive route only applies if the patients request it explicitly, which means a good understanding of both texts;
- ★ Partial transposition of the Directive;
- ★ Lack of coordination between the National Contact Points;

What should be done?

Some proposals

- ★ Highlight the positive implications of the Directive;
- ★ Raising awareness about first-hand information available at EU level has to be considered as an essential part of enabling citizens to exercise and enforce their rights;
- ★ A wide-ranging information campaign;
- ★ A better training of the institutions and persons involved;

Thank you for your attention!

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