

Patients' rights have no borders... as well as risks!

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- The [European Charter of Patients' Rights](#), drawn up by our Organization in 2002, lists the inalienable rights of patients which each EU country should protect and guarantee.
- In Italy, with our *Tribunal for Patients' Rights* (more than 200 local point & 10,000 volunteers, mostly in hospitals) and **84** [Citizen Advisory Centre on Health](#), we provide daily information, advices and assistance also to the citizens who travel abroad for treatment.
- **Cittadinanzattiva** has been the only Italian association involved **as reviewer** for the civic evaluation of the App [“European Health Insurance Card”](#) produced by the European Commission and DGSANCO in 2012. For more information click [here](#) and [here](#).
- [“Manifesto for the implementation of the Right of European Patients to make an informed choice”](#), drafted in 2013 with 31 Civic & Patients Associations coming from 13 EU Countries and 2 EU Networks.
- 2013: [“European coordination of patients' associations and other stakeholders”](#), informal EU network coordinated by CAN, composed of 31 Civic and Patients Associations and other stakeholders interested in working together for the implementation of the Directive, sharing information, good and bad practices, etc.

- May 2013: VII European Citizens' Rights Day: *"Patients' involvement and Cross-Border Care"*, attended by EU and National Institutions, 40 patients' associations, healthcare professionals and stakeholders of EU networks. For more information click [here](#) and [here](#).
- October 2013: Presentation to the Italian Institutions of the report [**"Care Without Borders: is it possible now?"**](#)
- October 2013: [**"The right to information and free choice in a European perspective"**](#), a report with an updated state of the implementation of the Directive in 12 EU Countries and Civic Recommendations, presented also to the DGSANCO by a delegation of Active Citizenship Network (composed of 10 Associations coming from 8 EU Countries)
- [**"Make them informed! Ask your State to inform citizens on EU health rights"**](#): online petition, signed by hundreds of EU citizens to ask their National Parliaments to transpose the Directive into their legislation
- 2013 / 2016: [**European tour to talk about the Directive**](#). Public debates with National Institutions and patients associations to share the experience from several Countries.

..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
epiela



[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](#)

Reasons:	%
Surgery	35
Innovative therapy	29
Diagnostic	18
Specialized consultation	13
Transplantation	5
Tot.	100

Therapeutic area	%
Oncology	32
Neurological disease	30
Rare disease	17
Cardiology	13
Orthopedics	8
Tot.	100

Problems:	%
Prior-authorization delayed	36
Lack of information	27
Authorization denied	23
Difficulty to obtain reimbursement	14
Tot.	100

*Data from 269 reports received by citizens.
Source: Cittadinanzattiva*

Harmonization and standardization of data is far from being realized

- to date, only 17 of the 21 Member States who introduced a system of prior authorisation were able to supply data on applications for authorisation;
- A total of 109223 requests were recorded in 2014. Five Member States had fewer than 100 requests for information (Portugal, for example, recorded just 6);
- Ten Member States recorded more than 1 000 information requests;
- Three Member States alone accounted for nearly 75 % of the requests recorded: Germany (36602), Finland (25207) and Austria (15536). These much larger figures are probably due to website visits being recorded as information requests in these three Member States.

Accessible and comparable information among healthcare structures and among countries

An integration of different European policies

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