

Main results of the cross-border healthcare guidelines survey sent to ERN-LUNG healthcare providers and patients

Overall low level of awareness (more among patient representatives than HCPs) of patients’ rights and information required for planned medical treatment across borders in the EU



40
Healthcare providers



10
Patient representatives

48 % are aware that their organizations have implemented nationally approved SOPs for cross-border pathways. However, half the responding HCPs in countries that receive a high number of cross-border referrals like IT, UK, DE and FR, believe that the SOPs have not been implemented.	NATIONALLY APPROVED SOPs	60 % say that their organizations have not implemented nationally approved SOPs for cross-border pathways.
45 % confirm the existence of bilateral cross-border health and social care cooperation agreements between their EU Member State and another, 35 % are unaware.	BILATERAL CROSS-BORDER HEALTH AND SOCIAL CARE COOPERATION AGREEMENTS	40 % are aware of the existence of such agreements between their EU Member State and another, 40 % are unaware.
50 % believe that HCPs and patients are not aware of a National Contact Point (NCP) in their country that provides information about cross-border healthcare inside the EU, while 25 % believe that more HCPs than patients are aware.	NATIONAL CONTACT POINT	60 % don’t know whether HCPs and patients are aware of NCPs in their country, while 30 % mention that very few HCPs and patients are aware.
45 % say that a reference list has not been published providing detailed information on the treatments for which patients should request prior authorization from their Member State of affiliation, while 40 % are unaware of the publication of reference lists.	REFERENCE LIST	60 % are unaware whether a reference list has been published
55 % believe that patients in their country are aware of their rights and possibility to access health services in other EU Member States.	PATIENT RIGHTS	80 % believe that only few patients in their country are aware of their rights and possibility to access health services in other EU Member States.
The top 3 query topics (received mostly via email or contact form from the HCP website) include the admission process, reimbursement process & level of cost, and medical documentation.	CROSS-BORDER PATIENT QUERIES	Patient organizations receive more varied queries on the admission process, quality & safety of HCPs, reimbursement process, screening & diagnostic procedures, travel & accommodation etc.
The internet and the National Health Service are the 2 most commonly used sources by patients to get information regarding cross-border healthcare reimbursement. 35 % don’t know which sources are used.	CROSS-BORDER REIMBURSEMENT	50 % don’t know which sources are used by patients to look for information regarding cross-border healthcare reimbursement from another EU country. The remaining think a variety of sources are used (NHS, local GP, internet, Ministry of Health, hospital staff, patient organizations).