

Cross-border healthcare

Accessing medical treatment in other EU countries:
Consumer attitudes and experiences

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Raising Standards for Consumers

Cross-border healthcare



Do you know that you have the right to access planned and unplanned medical treatment in other EU countries, under certain conditions?



Cross-Border Healthcare Directive 2011/24/EU on the application of patients' rights in cross-border healthcare
EU Regulation (EC) No 883/2004 on the coordination of social security systems

Lack of awareness about rights

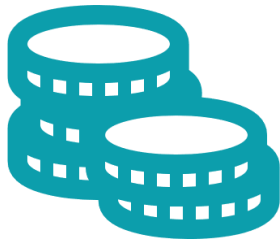


37% had received unplanned medical treatment in another country.



4% had travelled abroad specifically to receive planned medical care.

Of all respondents:



47% knew that they could apply to be reimbursed for certain planned treatments.

Of all those that received planned healthcare abroad:



Only 34.1% sought reimbursement of costs from their national healthcare insurer, with the remainder funding their treatment privately.

Cross-border Healthcare : Unplanned treatment



How did you pay for your unplanned treatment?

41.8%	I didn't have to pay anything
15%	I paid in full, but was later reimbursed
12.8%	I paid in full and did not get reimbursed
7.9%	I paid a proportion of the cost, but later got that reimbursed
7.4%	I paid a proportion of the cost, but did not get that reimbursed



Cross-border Healthcare : Unplanned treatment



Did you experience any of the following problems with your most recent unplanned treatment?

13.5%	Language/communication problems
6.9%	Long waiting times
4.7%	Inadequate/poor facilities
3.7%	Dispute about payment
3.7%	Difficulty travelling back to home country
3.2%	Poor quality of medical treatment
2.7%	Poor follow-up care while still abroad



Cross-border Healthcare : Unplanned treatment

Patient satisfaction

89.5%

Satisfied with competency
of medical staff



87.7%

Satisfied with outcome of
the procedure



86.3%

Satisfied with quality of
medical facilities



Cross-border Healthcare : Planned treatment



Of those who said they would never seek planned treatment abroad, the top six reasons were:

57%

I would be worried about what happened if things went wrong

48%

I wasn't aware that I could choose my service provider from another EU country

37%

I am satisfied with medical treatment in my own country

33%

I wouldn't be able to afford it

29%

I would be worried that standards would be lower than in my home country

18%

I would not feel confident using a healthcare provider in another EU country



Cross-border Healthcare : Planned treatment



Patient satisfaction

87.2%

Satisfied with competency
of medical staff



74.5%

Satisfied with outcome of
the procedure



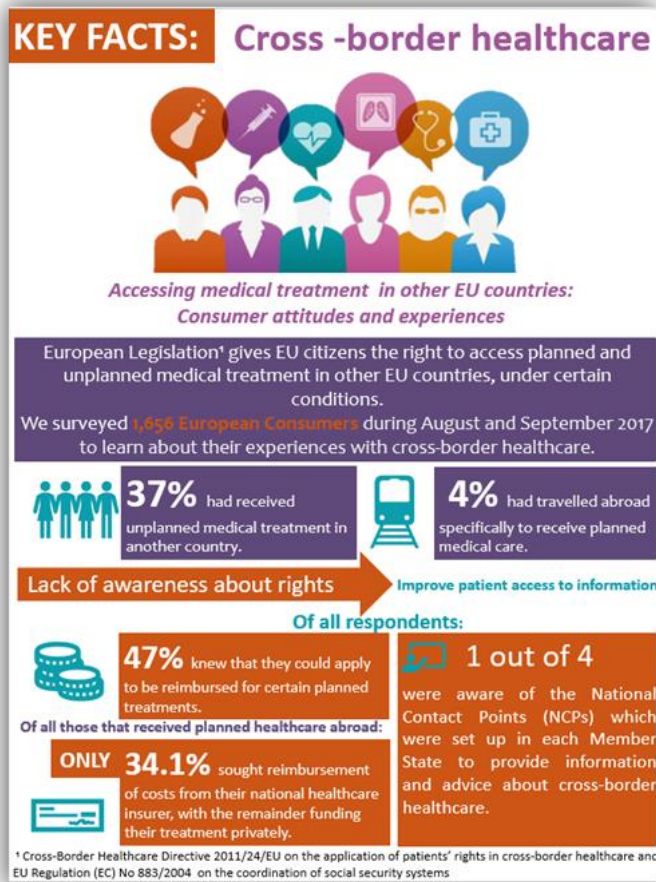
89.4%

Satisfied with quality of
medical facilities

Conclusions of the study



- **Planned cross-border healthcare is still not working effectively in practice**
- **A key barrier to seeking planned treatment abroad is a lack of awareness about rights**
- **The majority of patients who had received medical treatment abroad reported high levels of satisfaction with the quality of their care**
- **Clear issues highlighted on the patient's access to information and the current mechanisms of redress**



ANEC recommendations



- **Raise consumer awareness** – clear strategy, more promotion of NCPs, more proactive promotion
- **Consistent standards for NCPs** – clear code of practice and improved communication
- **Improve access to information** - Benefits of cross-border healthcare, information about service providers and information from service providers about treatment
- **Deal with reluctance of certain doctors' associations** to address healthcare in European standardisation, refusing the cross border relevance, while consumers and other stakeholders see the potential benefit of standards for non-clinical aspects (e.g. information provision, consumer engagement, access to medical history, etc.)



Find the full ANEC report here:

<http://bit.ly/2mhVm2q>

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