

## 27 January 2015, 09.00-17.00

## WORKSHOP ON CROSS BORDER HEALTHCARE DIRECTIVE

## Agenda

## Meeting Venue: The Westin Hotel, Ulica Izidora Krznjavoga 1, 10000 Zagreb

09.00-09.30	Registration/welcome coffee
09.30-10.00	<ul> <li>Welcome and presentations</li> <li>Hosting organisation (President of national coalition)</li> <li>Camille Bullot, EPF Membership Officer, and participants</li> </ul>
10.00-11.00	<ul> <li>The first Directive focussing on 'Patients' Rights' – what does this really mean for patients in this region?</li> <li>EC perspective : John Rowan, DG SANCO European Commission</li> <li>Patient Perspective : Patients' Organisation representative</li> </ul>
11.00-11.30	Coffee break
11.30-12.30	The crucial role of National Contact Points (NCP) and creating a framework model that meets the needs of Patients – Moderator: Camille Bullot, EPF
	<b>Plenary debate</b> – What would a "model" of National Contact Point looks like? What are the critical success factors? How patient organisations should be involved in the effective evolution of National Contact Points in the selected countries?
12.30-12.50	<ul> <li>Presentation of the National Contact Point</li> <li>Representative of the NCP</li> </ul>
12.50-13.00	Questions & Answers
13.00-14.00	Networking lunch
14.30-15.30	The Patient Journey in Cross Border Healthcare Moderators: Camille Bullot (EPF) Objectives :
	<ul> <li>To address specific aspects of the Directive from the perspective of "the patient journey" and will both provide more detailed information on what aspects of the Directive are relevant at different stages and what specific information needs patients will have</li> <li>Aim to generate a discussion identifying critical issues from a patient's point of</li> </ul>
	view, and develop recommendations for Member States and patient organisations in this regard, to create a sense of "ownership"



15.30-16.00	Coffee break
16.00-16.45	<ul> <li>Feedback and conclusion of "The Patient Journey in Cross Border Healthcare"</li> <li>Panel discussion</li> </ul>
16.45-17.00	<ul> <li>Take home message and next steps</li> <li>PO representative (tbc)</li> </ul>



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