



Zavod za zdravstveno
zavarovanje Slovenije
Miklošičeva cesta 24
1507 Ljubljana



NATIONAL CONTACT POINT OF SLOVENIA

CROSS-BORDER HEALTHCARE: IS IT WORKING FOR THE PATIENTS ACROSS THE EU?, Brussels, 2. 7. 2015

Siniša Bošnjak

NCP responsibilities

- Informing patients':
 - „...informed choice...“ (Recital 20, Directive 2011/24/EU),
 - „Appropriate information To enable patients' to exercise their rights on cross-border healthcare in practice.“ (Recital 48, Directive 2011/24/EU),
 - „...NCP shall provide information about healthcare providers, including, on request, information on a specific provider's right, to provide services or any restrictions on its practice...information on patient's rights , complaints procedures and mechanisms for seeking remedies...the legal and administrative options available to settle disputes..“ (Article 6, Paragraph 3, Directive 2011/24/EU),
 - „Informing patients'... healthcare providers, patients' rights and obligations, reimbursement of costs, other NCP, rights and procedures.“ (Article 77.b, Health Care and Health Insurance Act)

NCP responsibilities

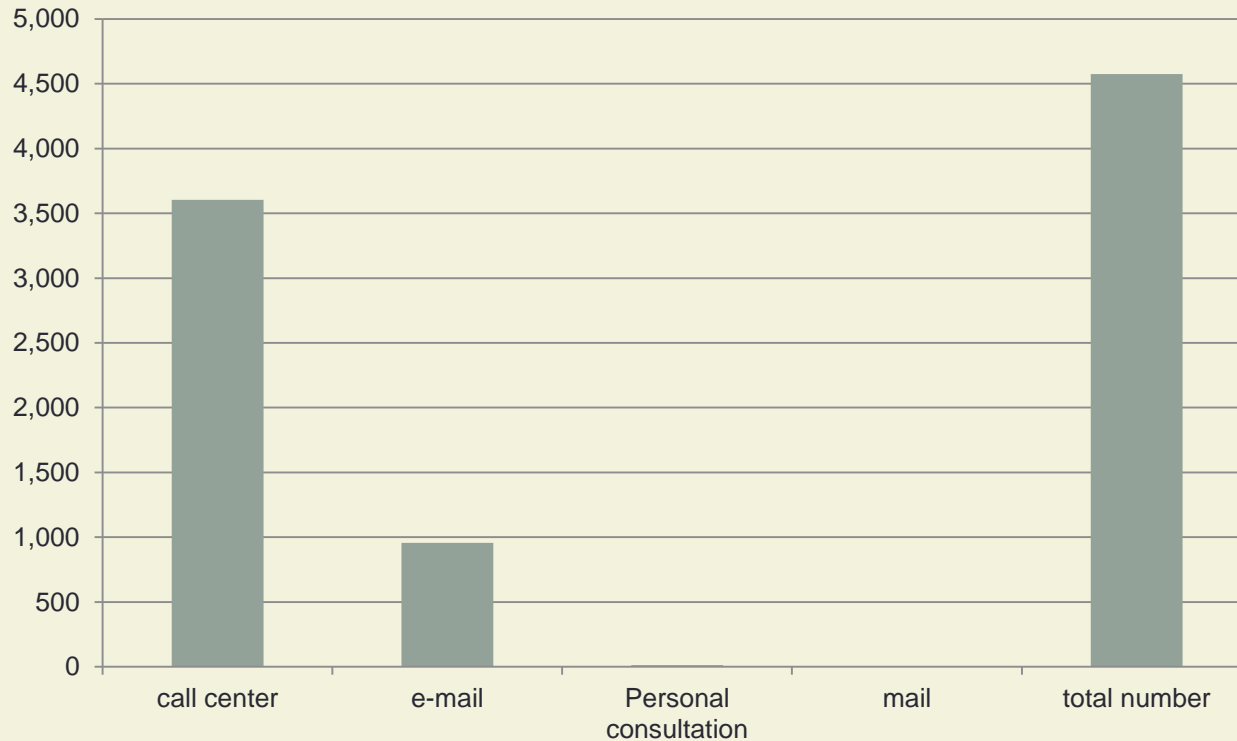
- Recital 4, Directive 2011/24/EU:

„... application should not result in patients being encouraged to receive treatment outside their Member State of affiliation.“

- Other responsibilities:

- Consultation with patient organisations, healthcare providers and providers and health insurance holders,
- Cooperation with the NCP and the European commission,
- Exchange of the information between NCP.

Number of requests - 2014



Type of requests - 2014

Information requests by type	Number of information requests
Directive	1121
Procedures to be reimbursed	898
General information's	812
Procedures to follow	590
Regulation of Social Security	506
Healthcare subject to prior authorization	373
Tariffs	78
Providers	8
NCP in other MS	6
Standards and guidelines on quality and safety	1
Treatments	0

Experience and challenges

- Amount of the information and understandability of the information;
- Meeting the expectation – media coverage;
- NCP – public authority;
- Raising awareness.

