

Informing patients about healthcare abroad: one-way information or mutual communication?

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Swedish Social Insurance Agency

NCP for Cross-Border Health Care

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Sweden



- 2 National Contact Points (NCP)
 - Swedish Social Insurance Agency (Försäkringskassan)
 - for Swedish insured persons seeking healthcare in the EU
 - The National Board of Health and Welfare (Socialstyrelsen)
 - for EU citizens intending to use Swedish healthcare

Swedish Social Insurance Agency

- administers a considerable part of Swedish social insurance benefits (ca. 50)
- functions both as NCP and institution where patients can apply for reimbursement
- NCP provides information mainly through 2 channels
 - website www.forsakringskassan.se
 - phone +46 771 524 524
 - (e-mail and local service offices)

Information provided

- General information about cross-border healthcare
 - planned medical treatment
 - necessary health care
- information about how to seek
 - prior authorization
 - prior notification
 - retrospective reimbursement
- available in Swedish and English
- no available statistics about individual information requests

Staff

- Head office responsible for website
- Case handling office responsible for phone and e-mail customer service
 - 100 case workers
 - 4-6 on phone duty, not distinguished between providing general information and specific case information

What do we know about our patients?

- Why do patients go abroad?
 - better health care in country of treatment
 - country of treatment = country of origin
- Who is going abroad?
 - patients residing in one of the three big Swedish cities
 - patients residing in a border region
- How many go abroad?
 - annually 24 000 applications for cross border health care
- How many could imagine themselves going abroad for health care?
 - ?

Awareness-raising activities

- all health care providers in Sweden are obliged by law to inform patients about Swedish Social Insurance Agency as NCP for healthcare abroad
- repeated information campaigns about European Health Insurance Card
- attending conferences of interest associations

Challenges

- NCP only a minor part of the big Swedish Social Insurance Agency
 - No distinct name for our website
- little feedback from patients on our information about healthcare abroad
- increasing but still limited knowledge among patients about the possibility to get healthcare abroad
- little information about how patients have experienced healthcare abroad
- little collaboration with other NCP in Europe

Thank you!

