

KEY FACTS:

Cross -border healthcare



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

European Legislation¹ gives EU citizens the right to access planned and unplanned medical treatment in other EU countries, under certain conditions.

We surveyed **1,656 European Consumers** during August and September 2017 to learn about their experiences with cross-border healthcare.



37% had received unplanned medical treatment in another country.

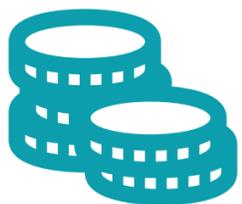


4% had travelled abroad specifically to receive planned medical care.

Lack of awareness about rights

Improve patient access to information

Of all respondents:



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



1 out of 4

were aware of the National Contact Points (NCPs) which were set up in each Member State to provide information and advice about cross-border healthcare.

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.



¹ Cross-Border Healthcare Directive 2011/24/EU on the application of patients' rights in cross-border healthcare and EU Regulation (EC) No 883/2004 on the coordination of social security systems

Cross-border Healthcare : Planned treatment



Of those who had not received planned treatment abroad, half (53%) said they would never do this, while 27% said that they might consider, depending on the circumstances.

The top six reasons to make these respondents likely to consider planned treatment abroad were:

57%	To receive treatment not available in my home country
40%	To receive treatment from a renowned specialist
37%	To receive better quality treatment
31%	To receive treatment more quickly
19%	To receive treatment from a provider that is closer to my home
18%	To receive cheaper treatment

Please note: The statistics do not add up to 100% because these were multiple choice questions.



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



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

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



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



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

For more information about EU Consumers' experiences of cross border healthcare– including details of problems, case studies and quotes – please access the full report.

The full report is available on [ANEC's Website](http://bit.ly/2mhVm2g)
(<http://bit.ly/2mhVm2g>)

About ANEC

ANEC is the European consumer voice in standardisation, defending consumer interests in the processes of technical standardisation and conformity assessment, as well as related legislation and public policies.

ANEC was established in 1995 as an international non-profit association under Belgian law and is open to the representation of national consumer organisations in 34 countries.

ANEC is funded by the European Union and EFTA, with national consumer organisations contributing in kind. Its Secretariat is based in Brussels.



Raising standards for consumers

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