



Special Eurobarometer 425

PATIENTS' RIGHTS IN CROSS-BORDER HEALTHCARE IN THE EUROPEAN UNION

REPORT

Fieldwork: October 2014

Publication: May 2015

This survey has been requested by the European Commission, Directorate-General for Health and Consumers (SANCO) and co-ordinated by Directorate-General for Communication.

http://ec.europa.eu/public_opinion/index_en.htm

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Special Eurobarometer 425 / Wave EB82.2 – TNS Opinion & Social

Project title	Special Eurobarometer 425 “Patients’ rights in cross- border healthcare in the European Union”
Linguistic Version	EN
Catalogue Number	EW-04-15-300-EN-N
ISBN	978-92-79-47894-9
DOI	10.2875/75886

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Special Eurobarometer 425

**Patients' rights in cross-border healthcare in the
European Union**

Conducted by TNS Opinion & Social at the request of
the European Commission,
Directorate-General for Health and Consumers (SANCO)

Survey co-ordinated by the European Commission,
Directorate-General for Communication
(DG COMM "Strategy, Corporate Communication Actions and
Eurobarometer" Unit)

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INTRODUCTION

The provision of cross-border health services and their coverage by national healthcare systems is a highly complex process, still surrounded by legal uncertainties.

In May 2007, a Flash Eurobarometer survey on "Cross-border health services in the EU"¹ was conducted to find out how many people had actually received healthcare outside their country of residence, how aware they were of the possibilities for receiving healthcare abroad, and how willing they would be to receive medical treatment abroad and under what circumstances. No thorough research had been conducted since then.

In 2011, a Directive proposed by the European Commission on the application of patients' rights in cross-border healthcare² was adopted by the European Parliament and the European Council. The objectives of this directive were to provide clear rules and reliable information to patients regarding access and reimbursement for healthcare received in another EU country, to meet patients' expectations of the highest quality healthcare when travelling abroad and to ensure EU countries work closer together in the interest of patients.

On the 25th of October 2013, the directive came in to force in all EU Member States. Health Commissioner Tonio Borg said the following: "Today is an important day for patients across the European Union. As of today, EU law in force enshrines citizens' right to go to another EU country for treatment and get reimbursed for it (...). For patients, this Directive means empowerment: greater choice of healthcare, more information, easier recognition of prescriptions across-borders."³

This new survey was commissioned as a follow-up to a similar survey conducted in 2007 in order to assess the situation of cross-border healthcare after the enforcement of the directive. It should be noted that this survey was conducted using the face-to-face methodology which is different from the methodology used in 2007 (telephone survey). Therefore comparison with the 2007 results should be taken with caution and are only indicative.

The survey was primarily designed to:

- Explore how many Europeans have received medical treatment in another EU country within the last year;
- Understand how willing they would be to do so, what their beliefs are, and what they would see as the strongest barriers;
- Check how much they know about their rights – and particularly their entitlement to be reimbursed by national health authorities or healthcare insurers;

¹ Here is the report of this survey: http://ec.europa.eu/public_opinion/flash/fl_210_en.pdf

² <http://eurlex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2011:088:0045:0065:EN:PDF>

³ The full statement of Health Commissioner may be found here:
http://europa.eu/rapid/press-release_MEMO-13-932_en.htm

- Check the level of knowledge they have regarding cross-border health services, and what access they feel they have to information.

This survey was carried out by TNS Opinion & Social network in the 28 Member States of the European Union between 11 and 20 October 2014. Some 27,868 respondents from different social and demographic groups were interviewed face-to-face at home in their mother tongue on behalf of the Directorate-General for Health and Consumers (SANCO). The methodology used is that of Eurobarometer surveys as carried out by the Directorate-General for Communication ("Strategy, Corporate Communication Actions and Eurobarometer" Unit)⁴. A technical note on the manner in which interviews were conducted by the Institutes within the TNS Opinion & Social network is appended to this report. Also included are the interview methods and confidence intervals⁵.

Note: In this report, countries are referred to by their official abbreviation. The abbreviations used in this report correspond to:

ABBREVIATIONS			
BE	Belgium	LV	Latvia
BG	Bulgaria	LU	Luxembourg
CZ	Czech Republic	HU	Hungary
DK	Denmark	MT	Malta
DE	Germany	NL	The Netherlands
EE	Estonia	AT	Austria
EL	Greece	PL	Poland
ES	Spain	PT	Portugal
FR	France	RO	Romania
HR	Croatia	SI	Slovenia
IE	Ireland	SK	Slovakia
IT	Italy	FI	Finland
CY	Republic of Cyprus*	SE	Sweden
LT	Lithuania	UK	The United Kingdom

* Cyprus as a whole is one of the 28 European Union Member States. However, the 'acquis communautaire' has been suspended in the part of the country which is not controlled by the government of the Republic of Cyprus. For practical reasons, only the interviews carried out in the part of the country controlled by the government of the Republic of Cyprus are included in the 'CY' category and in the EU28 average

* * * * *

We wish to thank the people throughout Europe who have given their time to take part in this survey. Without their active participation, this study would not have been possible.

⁴ http://ec.europa.eu/public_opinion/index_en.htm

⁵ The results tables are included in the annex. It should be noted that the total of the percentages in the tables of this report may exceed 100% when the respondent was able to give several answers to the question.

EXECUTIVE SUMMARY

- Only a few Europeans have experienced medical treatment abroad in the last year (5%), and of these, only a minority had actually planned to do so.
 - A large majority of those who had had treatment in another EU country confirmed they had had no problems getting reimbursed.
 - Half of them would be willing to do it again while 40% would not.
- Around half of respondents showed some willingness to get medical treatment in another EU country (49%). This is slightly fewer than in 2007, when 53% of Europeans said they would be willing to do so.
 - Countries where people were the most open to cross-border healthcare tended to be those living in smaller countries, such as Malta, the Netherlands, Cyprus, Denmark and Luxembourg.
 - The main reasons to seek treatment abroad were to receive treatment that was not available at home, and to receive better quality treatment.
 - Treatments that respondents would consider seeking abroad were mostly for major pathologies, such as cancer treatment or heart surgery.
 - Most respondents who were not willing to get medical treatment in another EU country said that because they were happy with the healthcare they received at home (55%), or found it more convenient to be treated in their own country (49%). For 27% of people, language was a significant barrier – something that could indeed make them feel more vulnerable. Few of them mentioned fears of not being reimbursed (16%) or lacking of information for patient safety (20%).
- Europeans had a partial knowledge of their rights to cross-border healthcare and thought they needed prior authorisation before seeking reimbursed treatment in another EU country.
 - Most knew that it was possible to be treated abroad and be reimbursed, although they were not clear how to go about it.
 - In particular, it was difficult for them to know when prior authorisation was needed before seeking treatment in another EU country; and indeed, the legislation is complex and differs from one country to another.
- Most Europeans said that they were not well-informed about what healthcare they have the right to be reimbursed for in another EU country (78%). However, only half of Europeans said that they feel well-informed about what healthcare they have the right to be reimbursed for in their country (49%).

- Most Europeans seemed to know where to look for information about reimbursed cross-border healthcare. 44% of them would contact their health insurer or National Health Service, whilst 40% would ask their GP, or another doctor or specialist. The Internet was also mentioned as a potential source of information by one-third of respondents (34%).
 - When looking for information to help them make a decision, respondents primarily wanted to find about their rights to receive healthcare in another EU country, standards of quality applied in healthcare and the level of reimbursement they would receive.
 - Only one European out of ten were aware of the existence of a National Contact Point in their country (10%) – and of these, only a small minority had ever contacted it (19%).

I. EXPERIENCE OF CROSS-BORDER HEALTHCARE IN THE EU

Receiving treatment in another European Union (EU) country is something very few Europeans have experienced, or would be willing to experience. The last data on this topic go back to May 2007 (Flash EB 210: Cross-border health services in the EU)⁶.

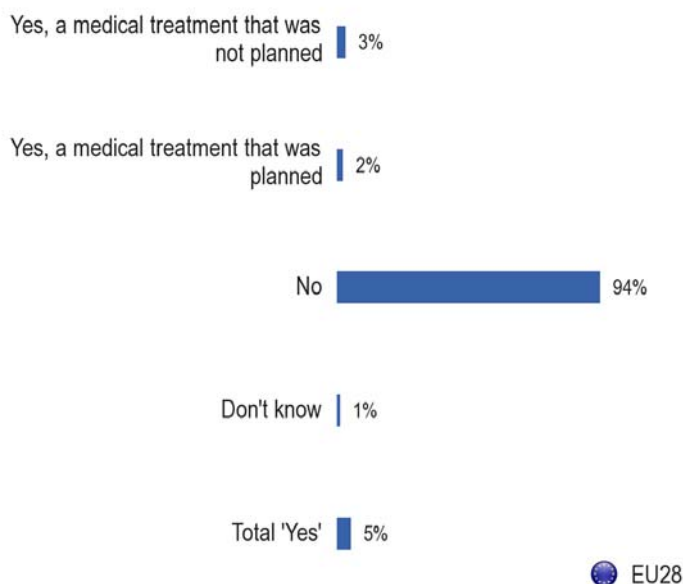
1. RECEIVING MEDICAL TREATMENT IN ANOTHER EU MEMBER STATE

- **A small minority of Europeans (5 %) received medical treatment in another EU country -**

As in 2007, respondents were asked if they had received some medical treatment in another EU country in the last 12 months. Only 5% of people living in the European Union had received medical treatment in another EU country in the last 12 months. In the majority of cases, the medical treatment had not been planned: 3% just happened to have received treatment in another country, and only 2% of patients had treatment abroad because they had actually planned to do so.

2007 data on the same topic showed that 4% of Europeans had received treatment in another EU country, meaning that this proportion is stable since 2007 with a slight increase of one percentage point. This suggests that cross-border healthcare still concerns a small minority of European citizens.

QD6. Have you received any medical treatment in another EU country in the last 12 months? (MULTIPLE ANSWERS POSSIBLE)



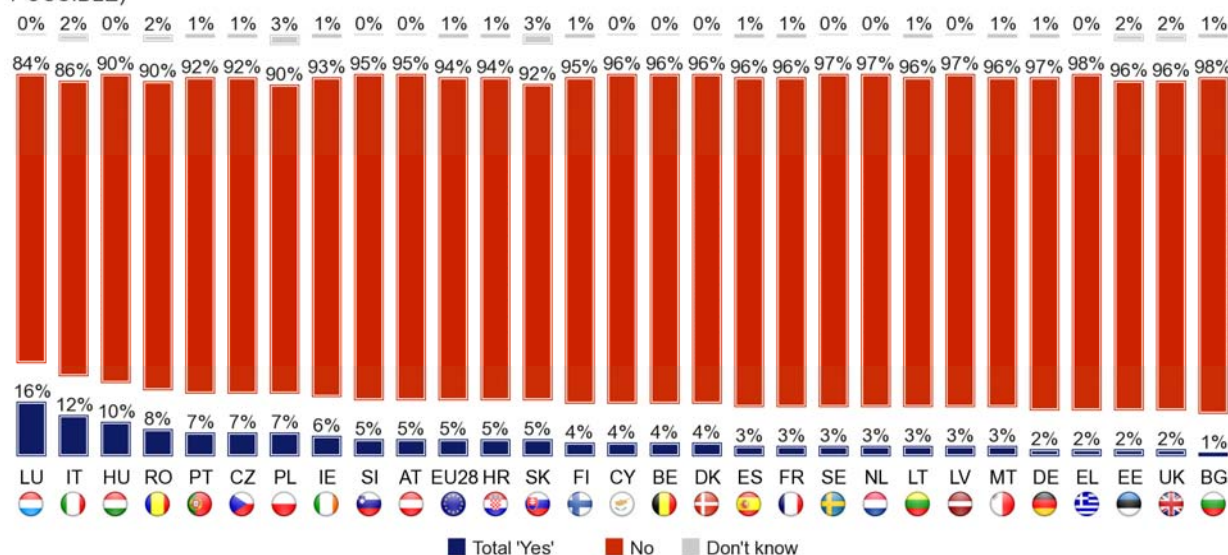
⁶ For the purpose of analysis, the results of this survey will be compared with the Flash EB 210 survey on 'Cross-border health services in the EU' conducted in 2007. However, the methodology of the two surveys was very different, in that previously the interviews were conducted by telephone whereas in this survey they were conducted face to face. Therefore, the comparisons should be treated with caution and are indicative only.

In terms of the proportion of Europeans who said that they had actually received medical treatment in another Member State, there was relatively little difference from one EU country to another. In eight Member States, the proportion of people who had had treatment in another EU country was above 5%: this figure was 16% in Luxembourg, 12% in Italy, and 10% in Hungary. Other countries which ranked above average were Romania (8%), Portugal (7%), the Czech Republic (7%), Poland (7%) and Ireland (6%). The high results observed in Luxembourg compared to other EU countries may be explained by the fact that its population is composed of a lot of citizens from other Member States who are therefore more likely to seek for healthcare abroad.

In 16 Member States, less than 5% of respondents had had medical treatment in another EU country, most strikingly in Bulgaria (1%), and in Germany, Greece, Estonia and the United Kingdom (all 2%).

A comparison with the 2007 results shows that, at that time, 20% of people in Luxembourg had had treatment elsewhere –slightly more than today. In all other countries, scores in 2007 were below or equal to 8%, much as they are today.

QD6. Have you received any medical treatment in another EU country in the last 12 months? (MULTIPLE ANSWERS POSSIBLE)



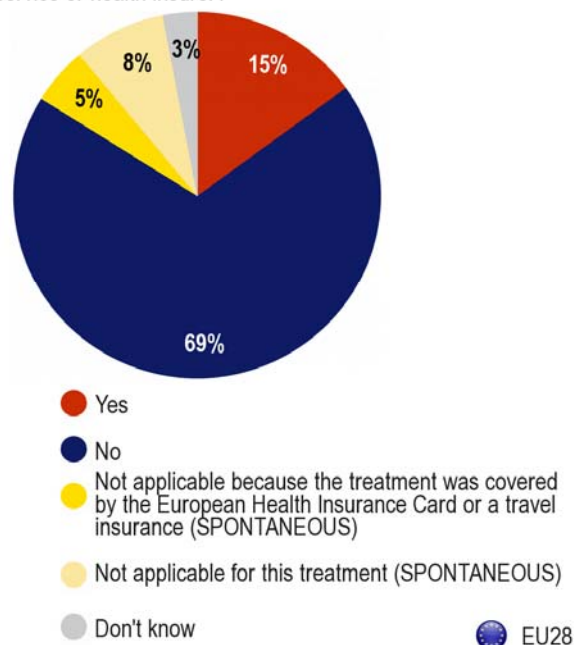
A socio-demographic analysis of the respondents who had received medical treatment abroad shows no significant differences between categories.

2. REIMBURSEMENT FROM NATIONAL HEALTH AUTHORITY OR HEALTH INSURER

- **Only 15 % of respondents encountered problems getting reimbursed for cross-border treatments -**

Of those who had received treatment in another EU country, the vast majority (69%) said they had had no problems getting reimbursement for this treatment in their own country. Another 5% had not had to pay for their treatment, being covered initially by the European Health Insurance Card or travel insurance – and hence had not had to claim any expenses. Nevertheless, 15% said that they had had difficulties, while the remaining 11% either 'didn't know' (3%) or had received a type of treatment to which the regulations did not apply (8%).

QD7. Thinking about the last time you had a treatment in another EU country, did you encounter any problems getting reimbursement from your national health service or health insurer?



Base: those who had received medical treatment in another EU country within last 12 months (n=1,299)

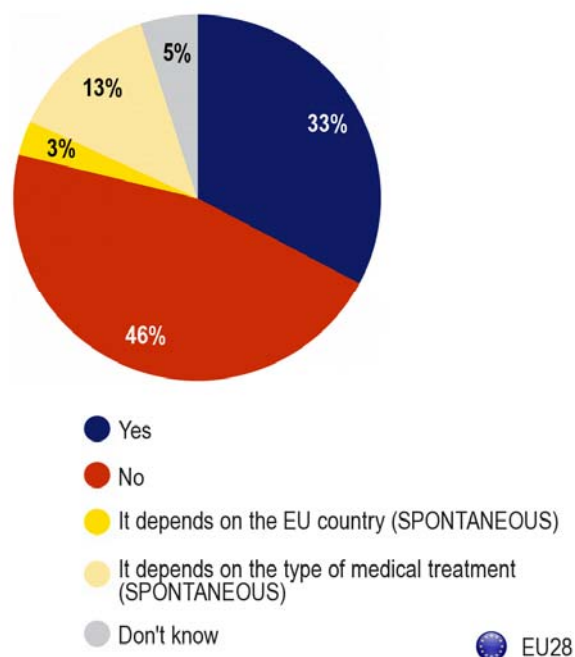
II. WILLINGNESS TO TRAVEL TO ANOTHER EU COUNTRY TO RECEIVE MEDICAL TREATMENT

1. WILLINGNESS TO TRAVEL TO ANOTHER EU COUNTRY TO RECEIVE MEDICAL TREATMENT

- Around half of the respondents show willingness to travel in another EU country to receive medical treatment -

Respondents were asked if they would be willing to travel to another EU country to receive medical treatment. The results show that they are divided where 49% say they would be willing to do so and 46% say they would no. Indeed, one-third (33%) of respondents would be willing to travel to another EU country to receive medical treatment and 16% spontaneously said that it would depend on the country (3%) and on the treatment (13%).

QD8. Would you be willing to travel to another EU country to receive medical treatment?



The scores are lower today than in 2007, when 53% of Europeans (20% more than today) said they would be willing to travel to another EU country to receive medical treatment. However, the 2007 data cannot be directly compared with today's results, since the spontaneous answers "it depends on the EU country" and "it depends on the type of medical treatment" were not taken into account at the time.

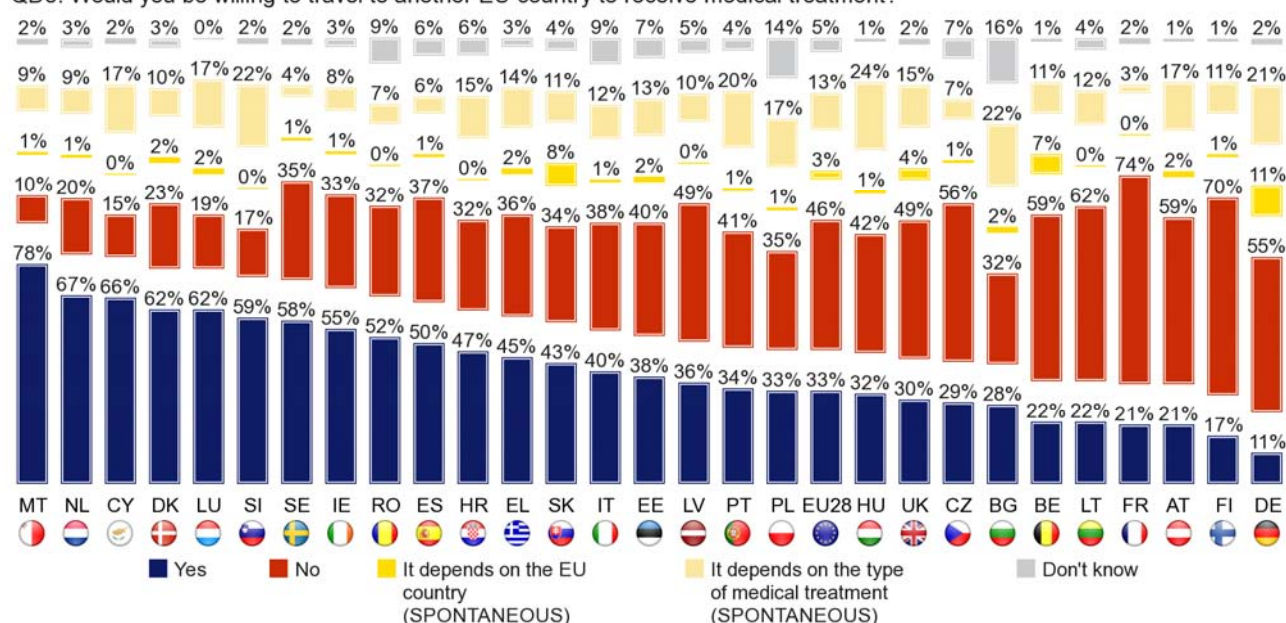
The respondents most likely to be willing to have treatment in another EU country were found in Malta, where almost 8 out of 10 people would consider doing so (78%), followed by the Netherlands (67%), Cyprus (66%), and Denmark and Luxembourg (both 62%). On the other hand, respondents were least prepared to seek treatment abroad in Germany (11%), Finland (17%), France and Austria (both 21%), and Belgium and Lithuania (both 22%).

Some Europeans might be willing to get treatment in another EU country depending on the type of treatment in question. This was particularly the case in Hungary, where it applied to almost a quarter of respondents (24%), in Slovenia and Bulgaria (both 22%), in Germany (21%) and in Portugal (20%). However this criterion had only limited influence in France (3%) and Sweden (4%).

Finally, few people said their opinion would depend on the EU country. This was more of an issue in Germany (11%), Slovakia (8%) and Belgium (7%).

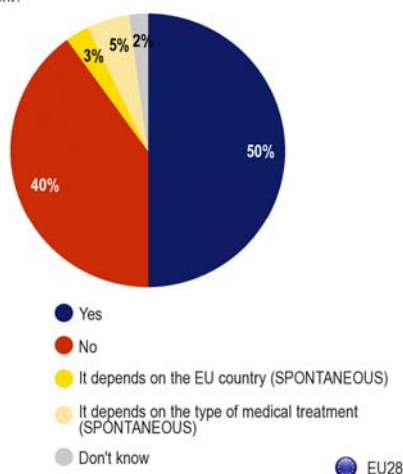
Comparing these results with the 2007 findings, it appears that the highest scores at that time were recorded in the same countries. In seven Member States, at least three-quarters of respondents said they were willing to travel to another country for treatment; these were Cyprus (88%, highest score), Malta (82%), Ireland (79%), Denmark (78%), the Netherlands (77%), Luxembourg (76%) and Portugal (75%). Respondents in Finland (26%) and Estonia (29%) were least likely to be prepared to do so.

QD8. Would you be willing to travel to another EU country to receive medical treatment?



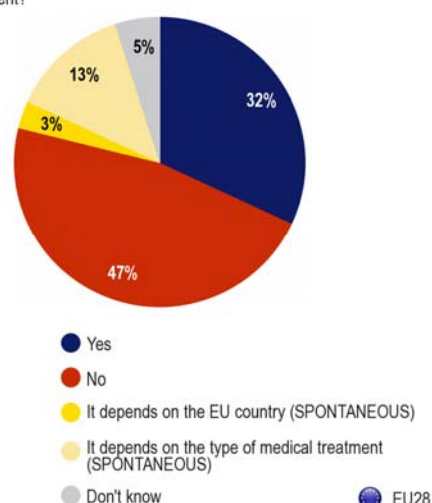
Respondents who had experience of treatment in another EU country in the last 12 months answered quite differently from those who had not. Respondents who already experienced cross-border healthcare were more likely to be willing to travel to another EU country to receive medical treatment (58% vs. 48%)⁷. In particular, half of those who had received treatment abroad would be willing to be treated abroad without any conditions (50%), compared to 32% of those who had not received medical treatment abroad.

QD8B. Would you be willing to travel to another EU country to receive medical treatment?



Base: those who had received medical treatment in another EU country in the last 12 months (N=1,299)

QD8C. Would you be willing to travel to another EU country to receive medical treatment?



Base: those who had not received medical treatment in another EU country in the last 12 months (N=26,201)

⁷ These results combine the answer "yes" and the spontaneous answers "it depends on the EU country" and "it depends on the kind of medical treatment"

A socio-demographic analysis demonstrates that, over the whole sample, those who would be willing to have treatment abroad tend to be younger (37%-38% of respondents aged 15-54 compared to 24% of those aged 55+). They also tend to be self-employed (43%) or students (40%), rather than house persons (29%), and to have studied longer (39% completed their education at 20 or later, vs. 24% of those who left school at age 15 or earlier).

QD8 Would you be willing to travel to another EU country to receive medical treatment?

	Yes	No	It depends on the EU country (SPONTANEOUS)	It depends on the type of medical treatment (SPONTANEOUS)	Don't know
EU28	33%	46%	3%	13%	5%
 Age					
15-24	37%	38%	5%	14%	6%
25-39	38%	40%	3%	14%	5%
40-54	37%	41%	3%	13%	6%
55 +	24%	58%	2%	11%	5%
 Education (End of)					
15-	24%	61%	2%	9%	4%
16-19	31%	47%	3%	14%	5%
20+	39%	41%	3%	13%	4%
Still studying	40%	33%	6%	14%	7%
 Socio-professional category					
Self-employed	43%	34%	4%	14%	5%
Managers	35%	43%	4%	14%	4%
Other white collars	36%	39%	3%	15%	7%
Manual workers	35%	43%	3%	14%	5%
House persons	29%	49%	2%	13%	7%
Un-employed	38%	46%	2%	10%	4%
Retired	22%	62%	2%	10%	4%
Students	40%	33%	6%	14%	7%

2. REASONS FOR OBTAINING TREATMENT ELSEWHERE IN THE EU

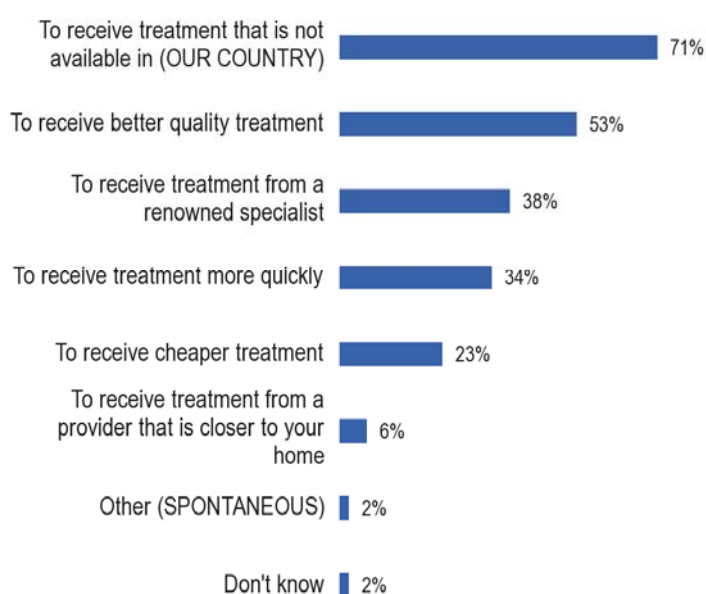
- Non availability of the treatment in their country was the main reason to travel to another EU country to receive medical treatment -

Respondents were asked for which reasons they would be willing to travel to another EU country to receive medical treatment. The main reason why Europeans would seek treatment abroad was that the treatment they needed was not available in their own country (71%). Just over half of respondents would go abroad in order to receive better quality treatment (53%).

Other reasons to get treatment in another EU country included receiving treatment from a renowned specialist (38%), receiving treatment more quickly (34%) and receiving cheaper treatment (23%).

In 2007, a similar question was asked that showed the same hierarchy in terms of reasons expressed.

QD9. For which of the following reasons, would you be willing to travel to another EU country to receive medical treatment? (MULTIPLE ANSWERS POSSIBLE)



EU28

Base: those willing to travel to another EU country to receive medical treatment (n=13,503)

An analysis by country shows that in 26 of the 28 Member States, the key reason given by people prepared to travel abroad for medical treatment was **to receive treatment that is not available in their own country**. In two countries, Bulgaria and Lithuania, this item came second, after **to receive better quality treatment**.

"Receiving treatment that is not available in your country" was mentioned by 91% of respondents in Denmark, which is the highest score. This item was also mentioned frequently in all the other countries where respondents were most likely to be willing to receive treatment in another EU country: Malta (85%), the Netherlands (84%), Luxembourg (80%) and Cyprus (76%). Hence, the five EU countries where people are more likely to seek treatment abroad are relatively small in size: this might motivate their citizens to seek treatment in larger Member States, possibly offering wider medical options. Respondents in Sweden, Spain and Estonia were also very likely to mention this item (87%, 83% and 82% respectively).

In those countries where respondents were the least willing to receive treatment abroad, this is also the most mentioned item in Germany, Finland, Austria, France and Belgium, though in Lithuania it gets the lowest score: less than half of the population would be convinced by this argument (48%).

"To receive better quality treatment" was mentioned by 74% of respondents in the Netherlands, 70% in Bulgaria, 66% in Denmark and Cyprus, and 65% in Lithuania. However, this was less of an argument in Malta, where it was cited by only 30% of respondents, and neither was it in France (38%).

"To receive treatment from a renowned specialist" was mentioned by around six out of ten respondents in Sweden (62%), Luxembourg (61%) and Austria (59%), but only by 12% in Latvia and 13% in Croatia.

Two-thirds of respondents in Sweden and the Netherlands would consider going abroad if they could **receive treatment more quickly** (both 67%), as would 66% in Denmark. Respondents are least likely to mention this item in Bulgaria (17%).

Europeans tended to not be greatly influenced by costs in their decision. Germany was the only Member State where **receiving cheaper treatment** was cited by just half of the population (50%). Mentions of this item then fell to 47% in Finland, and 42% in Austria. Respondents were least likely to mention this item in Malta (5%), Spain and Bulgaria (both 8%).

Finally, **"receiving treatment from a provider that is closer to home"** was mentioned by very few respondents, with the highest scores in Ireland (12%) and the Netherlands (10%).

QD9 For which of the following reasons, would you be willing to travel to another EU country to receive medical treatment? (MULTIPLE ANSWERS POSSIBLE)

		To receive treatment that is not available in (OUR COUNTRY)	To receive better quality treatment	To receive treatment from a renowned specialist	To receive treatment more quickly	To receive cheaper treatment	To receive treatment from a provider that is closer to your home	Other (SPONTANEOUS)	Don't know
	EU28	71%	53%	38%	34%	23%	6%	2%	2%
	BE	76%	46%	43%	21%	19%	4%	1%	0%
	BG	67%	70%	21%	17%	8%	3%	0%	3%
	CZ	73%	57%	54%	21%	10%	3%	1%	2%
	DK	91%	66%	43%	66%	20%	7%	1%	0%
	DE	67%	50%	52%	24%	50%	9%	2%	2%
	EE	82%	56%	37%	36%	17%	9%	0%	2%
	IE	67%	54%	43%	56%	38%	12%	0%	1%
	EL	73%	64%	41%	28%	15%	4%	2%	0%
	ES	83%	48%	27%	23%	8%	3%	1%	2%
	FR	65%	38%	49%	24%	39%	9%	2%	2%
	HR	76%	52%	13%	32%	16%	3%	2%	1%
	IT	67%	55%	42%	31%	14%	4%	2%	2%
	CY	76%	66%	45%	26%	12%	3%	3%	1%
	LV	68%	60%	12%	25%	26%	7%	2%	3%
	LT	48%	65%	22%	21%	17%	4%	1%	4%
	LU	80%	51%	61%	29%	15%	5%	3%	1%
	HU	65%	47%	19%	31%	10%	3%	4%	7%
	MT	85%	30%	26%	31%	5%	3%	0%	1%
	NL	84%	74%	15%	67%	18%	10%	2%	1%
	AT	71%	48%	59%	28%	42%	6%	3%	2%
	PL	61%	54%	28%	44%	19%	5%	2%	5%
	PT	74%	41%	18%	32%	18%	5%	1%	6%
	RO	63%	56%	34%	31%	20%	8%	2%	2%
	SI	76%	53%	33%	52%	21%	6%	3%	1%
	SK	68%	61%	40%	24%	19%	8%	1%	2%
	FI	62%	51%	28%	47%	47%	6%	1%	6%
	SE	87%	56%	62%	67%	16%	7%	0%	0%
	UK	68%	49%	43%	44%	17%	7%	2%	2%

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item

Base: those willing to travel to another EU country to receive medical treatment (n=13,503)

From a socio-demographic perspective, no striking differences were uncovered, but a few trends can be pointed out:

Respondents motivated by better quality treatment tend to be younger (57% of those aged 15-24 vs. 49% of those aged 55+), more educated (55% of those who finished their education at the age of 20 or later vs. 49% of those who left school at 15 or earlier), and see themselves more as upper class (61% vs. 50% of those who see themselves as working class).

Again, receiving treatment more quickly was mentioned more often by respondents with a higher level of education (39%), managers (42%), and those who see themselves as upper class (45%).

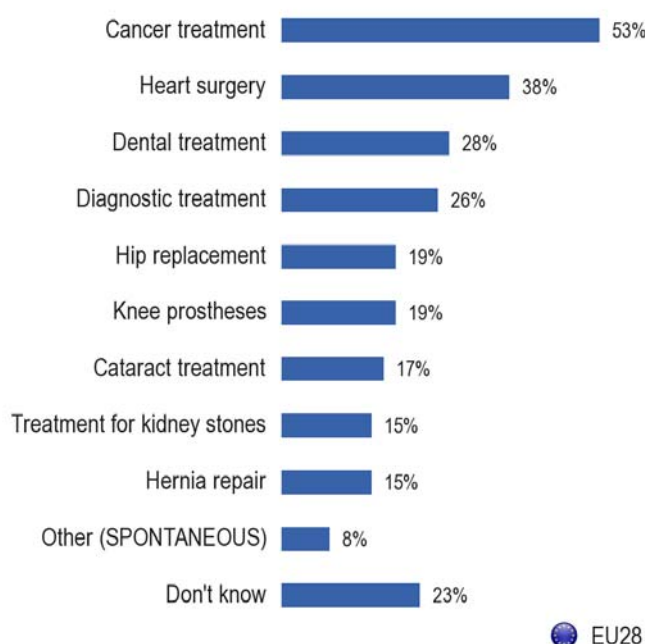
Receiving cheaper treatment was mentioned more by manual workers (26%) than by any other occupational category.

3. TREATMENTS CITIZENS WOULD BE MOST INCLINED TO RECEIVE IN ANOTHER EU COUNTRY

- **Half of the respondents who would be willing to receive treatment in another EU country would do it for cancer treatment -**

For those willing to travel to another EU country to receive medical treatment, **cancer treatment** would top the list of treatments they might seek abroad. This item was mentioned by over half the respondents (53%), and was followed by **heart surgery** (38%), **dental treatment** (28%) and **diagnostic treatment** (26%). 19% of respondents said they would be willing to travel for **hip replacements** or **knee prostheses**, 17% for **cataract treatment**, and 15% for **kidney stones** or **hernia repair**. However, almost a quarter of respondents (23%) were unable to answer this question.

QD10. Which of the following treatments would you be willing to receive in another EU country? (MULTIPLE ANSWERS POSSIBLE)



Base: those willing to travel to another EU country to receive medical treatment (n=13,503)

- **Cancer treatment** was mentioned by the highest proportion of respondents in 26 of the 28 countries, and was mentioned by an absolute majority of respondents in 17 of the 28 Member States, led by Denmark (84%). Scores then dropped to 72% in Sweden and 71% in Greece. Only 26% of respondents in Lithuania would be willing to seek treatment abroad for cancer – but this was still the highest score given in that country (apart from “don’t know” answers), ahead of any other treatments.

- **Heart surgery** was mentioned by at least half the respondents in seven Member States, led by Cyprus (64%, in equal first place with cancer treatment). Heart surgery was also frequently mentioned in Greece (60%), Denmark, Ireland and the Netherlands (all 52%), Luxembourg (51%) and Sweden (50%). This item was mentioned by only 20% of respondents in Germany, 21% in Lithuania and 25% in Finland.
- **Dental treatment** abroad came first in two Member States: Austria (57%) and Germany (48%). It was also frequently mentioned in Ireland (62%) and Denmark (51%). In all other countries, this item was cited by less than half of respondents, with particularly low scores in Bulgaria (7%), Hungary (8%) and Poland (9%).

All other treatments on the list were mentioned by fewer than half the respondents overall and in any given Member State.

- Travelling abroad for **diagnostic treatment** was mentioned by 44% of respondents in Luxembourg, 43% in Ireland and 40% in Sweden, but by only 13% of people in Hungary.
- **Hip replacement** might be sought abroad by 39% of people in Ireland, the highest score for this item, just ahead of Sweden (38%), the United Kingdom (36%) and the Netherlands (32%), but was mentioned by fewer than one person in ten in Lithuania and Italy (both 8%), and just one in ten in Belgium and Germany (both 10%).
- Over one-third of people would be prepared to travel to another EU country for **knee prostheses** in Ireland and Sweden (both 38%) and the Netherlands and the United Kingdom (both 35%), but only 8% in Lithuania and 9% in Germany mentioned this item.
- **Cataract treatment** was mentioned by 38% of respondents in Ireland, 36% in Sweden and 32% in the United Kingdom. Scores for this item were the lowest in Lithuania (5%), Italy (7%) and Hungary and Greece (both 8%).
- Around one-third of respondents in Ireland (34%), Sweden (32%) and the United Kingdom (31%) would travel to another EU country for treatment for **kidney stones** but only 5% of people in Lithuania and 6% in Germany, Italy and Hungary would do so.
- **Hernia repair** was mentioned by 37% of respondents in the Netherlands, 34% in Ireland and Sweden and 30% in the United Kingdom. The lowest scores were recorded in Germany, Italy and Hungary (all 6%) and Bulgaria, Cyprus and Lithuania (all 7%).

QD10 Which of the following treatments would you be willing to receive in another EU country?
(MULTIPLE ANSWERS POSSIBLE)

		Cancer treatment	Heart surgery	Dental treatment	Diagnostic treatment	Hip replacement	Knee prostheses	Cataract treatment	Treatment for kidney stones	Hernia repair
	EU28	53%	38%	28%	26%	19%	19%	17%	15%	15%
	BE	52%	33%	20%	24%	10%	11%	12%	12%	12%
	BG	45%	35%	7%	21%	16%	11%	12%	12%	7%
	CZ	54%	44%	21%	29%	28%	23%	17%	15%	11%
	DK	84%	52%	51%	37%	29%	29%	28%	26%	24%
	DE	34%	20%	48%	17%	10%	9%	11%	6%	6%
	EE	47%	40%	22%	29%	18%	21%	16%	15%	14%
	IE	67%	52%	62%	43%	39%	38%	38%	34%	34%
	EL	71%	60%	13%	26%	25%	23%	8%	10%	8%
	ES	65%	40%	15%	28%	19%	18%	16%	16%	15%
	FR	42%	32%	39%	25%	12%	13%	14%	12%	14%
	HR	52%	42%	13%	24%	19%	16%	13%	13%	8%
	IT	54%	38%	25%	19%	8%	11%	7%	6%	6%
	CY	64%	64%	12%	35%	12%	21%	9%	9%	7%
	LV	35%	32%	15%	33%	15%	16%	12%	11%	9%
	LT	26%	21%	14%	25%	8%	8%	5%	5%	7%
	LU	63%	51%	29%	44%	21%	24%	26%	17%	17%
	HU	56%	38%	8%	13%	15%	12%	8%	6%	6%
	MT	69%	34%	11%	18%	13%	11%	11%	16%	9%
	NL	65%	52%	27%	33%	32%	35%	27%	24%	37%
	AT	39%	31%	57%	23%	17%	15%	17%	11%	14%
	PL	50%	35%	9%	18%	19%	17%	15%	11%	9%
	PT	39%	31%	14%	17%	14%	14%	18%	18%	13%
	RO	47%	43%	12%	30%	18%	17%	15%	17%	16%
	SI	48%	42%	36%	33%	20%	20%	18%	18%	17%
	SK	59%	48%	17%	32%	24%	20%	21%	11%	10%
	FI	37%	25%	35%	19%	15%	17%	22%	11%	12%
	SE	72%	50%	47%	40%	38%	38%	36%	32%	34%
	UK	63%	48%	38%	39%	36%	35%	32%	31%	30%

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item

Base: those willing to travel to another EU country
to receive medical treatment (n=13,503)

As mentioned earlier, **cancer treatment** was the most-mentioned item in 26 of the 28 Member States when it came to seeking treatment in another EU country. However, in two countries, Germany and Austria, dental treatment was the most frequently mentioned item, and cancer came in second position.

Heart surgery was the second most frequently mentioned item in 20 out of 28 Member States. People in Cyprus ranked cancer treatment and heart surgery in equal first place.

Dental treatment was the second most frequently mentioned item in Ireland, France and Finland, and **diagnostic treatment** came in second position in Latvia and Lithuania. Overall, dental treatment was one of the three most mentioned treatments for which respondents were willing to travel in nine countries, behind diagnostic treatment, which was mentioned in second or third position in 15 countries.

Finally, by a narrow margin, **hip replacement** was the third most frequently mentioned item in Hungary and Poland. **Cataract treatment** and **treatment for kidney stones** came in third position in Portugal (18%). **Hernia repair** came in third position in the Netherlands, with a relatively high score of 37%.

QD10 Which of the following treatments would you be willing to receive in another EU country?
(MULTIPLE ANSWERS POSSIBLE)

		Cancer treatment	Heart surgery	Dental treatment	Diagnostic treatment	Hip replacement	Knee prostheses	Cataract treatment	Treatment for kidney stones	Hernia repair
	EU28	53%	38%	28%	26%	19%	19%	17%	15%	15%
	BE	52%	33%	20%	24%	10%	11%	12%	12%	12%
	BG	45%	35%	7%	21%	16%	11%	12%	12%	7%
	CZ	54%	44%	21%	29%	28%	23%	17%	15%	11%
	DK	84%	52%	51%	37%	29%	29%	28%	26%	24%
	DE	34%	20%	48%	17%	10%	9%	11%	6%	6%
	EE	47%	40%	22%	29%	18%	21%	16%	15%	14%
	IE	67%	52%	62%	43%	39%	38%	38%	34%	34%
	EL	71%	60%	13%	26%	25%	23%	8%	10%	8%
	ES	65%	40%	15%	28%	19%	18%	16%	16%	15%
	FR	42%	32%	39%	25%	12%	13%	14%	12%	14%
	HR	52%	42%	13%	24%	19%	16%	13%	13%	8%
	IT	54%	38%	25%	19%	8%	11%	7%	6%	6%
	CY	64%	64%	12%	35%	12%	21%	9%	9%	7%
	LV	35%	32%	15%	33%	15%	16%	12%	11%	9%
	LT	26%	21%	14%	25%	8%	8%	5%	5%	7%
	LU	63%	51%	29%	44%	21%	24%	26%	17%	17%
	HU	56%	38%	8%	13%	15%	12%	8%	6%	6%
	MT	69%	34%	11%	18%	13%	11%	11%	16%	9%
	NL	65%	52%	27%	33%	32%	35%	27%	24%	37%
	AT	39%	31%	57%	23%	17%	15%	17%	11%	14%
	PL	50%	35%	9%	18%	19%	17%	15%	11%	9%
	PT	39%	31%	14%	17%	14%	14%	18%	18%	13%
	RO	47%	43%	12%	30%	18%	17%	15%	17%	16%
	SI	48%	42%	36%	33%	20%	20%	18%	18%	17%
	SK	59%	48%	17%	32%	24%	20%	21%	11%	10%
	FI	37%	25%	35%	19%	15%	17%	22%	11%	12%
	SE	72%	50%	47%	40%	38%	38%	36%	32%	34%
	UK	63%	48%	38%	39%	36%	35%	32%	31%	30%

1st MOST FREQUENTLY MENTIONED ITEM
2nd MOST FREQUENTLY MENTIONED ITEM
3rd MOST FREQUENTLY MENTIONED ITEM
4th MOST FREQUENTLY MENTIONED ITEM

Base: those willing to travel to another EU country
to receive medical treatment (n=13,503)

Socio-demographic analysis shows that men tended to mention most items more than women did – although the difference is never more than four percentage points. The exception is cancer, where women ranked two points over men.

Overall, age does not appear to influence the results, except in two cases: for cancer, more people aged 40-54 mentioned the item (57%) compared with people aged 55 or over (48%); and younger respondents were more likely to mention heart surgery: 42% of people aged 15-24, vs. only 35% of people aged 55+.

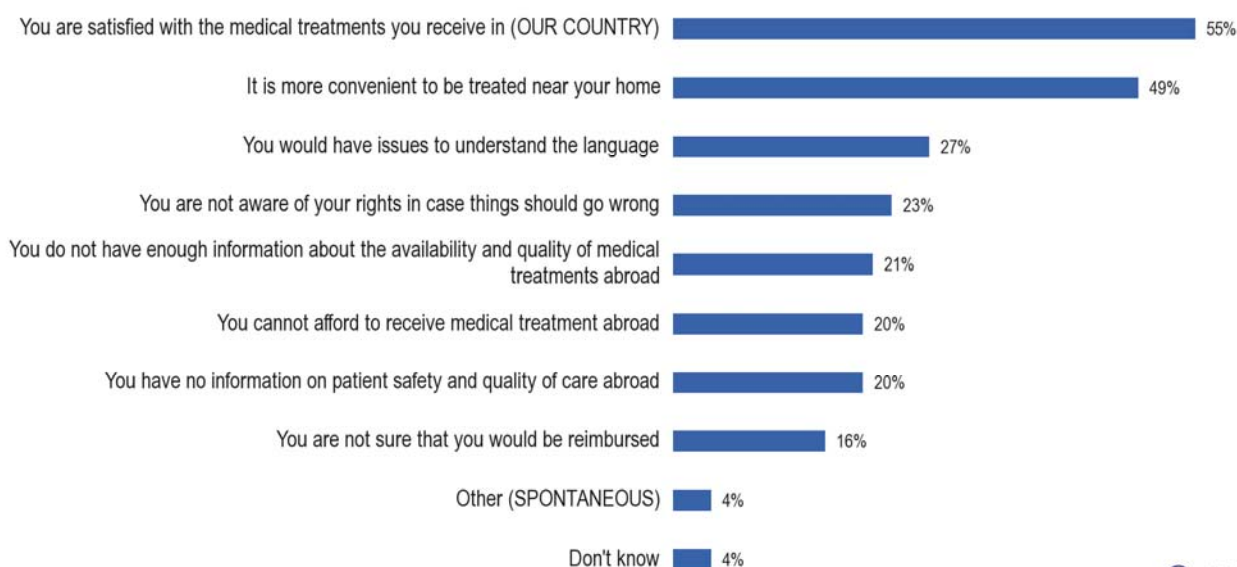
There are no striking differences by social or education level. However, for all items, managers tended to mention the items more than any other occupational category, whereas house persons, unemployed respondents and retired people were least likely to mention any of the items.

4. FACTORS DISCOURAGING EUROPEANS FROM RECEIVING TREATMENT ELSEWHERE IN THE EU

- Satisfaction with medical treatment in their country and convenience are the main reasons why respondents are not willing to receive treatment in another EU country -

Respondents who would not travel to another EU country for treatment were asked why they were unwilling to do so. Their answers demonstrate that, where health is concerned, treatment in one's own country feels like the safest option. A majority of Europeans said that medical care in their own country was satisfactory, and at the same time, going away from home and coping with another country's unfamiliar language and rules was off-putting.

QD11. For which of the following reasons are you unwilling to go to another EU country to receive medical treatment? (MULTIPLE ANSWERS POSSIBLE)



Base: those not willing to travel to another EU country to receive medical treatment (n=12,964)

The main reason why people were unwilling to get treatment in another country was that **they were satisfied with the medical treatment they received in their own country**. This was true for over half of Europeans (55%), and it meant that under normal circumstances they would not feel the need to seek medical treatment elsewhere. For 49% of the respondents, **it was more convenient to be treated near their home**. Respondents were given a list of problems they might face when going to another country for treatment. Of these, the main barrier was **the language** (for 27%), followed by the **lack of awareness of their rights in case things should go wrong** (23%)

Concerns about **medical quality** were expressed by 21% of respondents who felt they **didn't have enough information about the availability and quality of medical treatment** abroad, and by 20% of people who said they had **no information on patient safety and the quality of care abroad**.

Costs were a concern for 20% of Europeans who felt **they could not afford to receive medical treatment abroad**, and for 16% who were **not sure that they would be reimbursed**. It is interesting to see that the fear of not being reimbursed is the last reason mentioned. Indeed, as we saw earlier, only 15% of respondents who experienced cross-border healthcare experienced trouble when getting reimbursed. This suggests that reimbursement of treatment received in another EU country is not perceived as an issue for a majority of EU citizens.

In 2007, a similar question was asked and at that time convenience was more mentioned than the satisfaction with healthcare in their own country as a reason for not being willing to travel to another EU country to receive medical treatment.

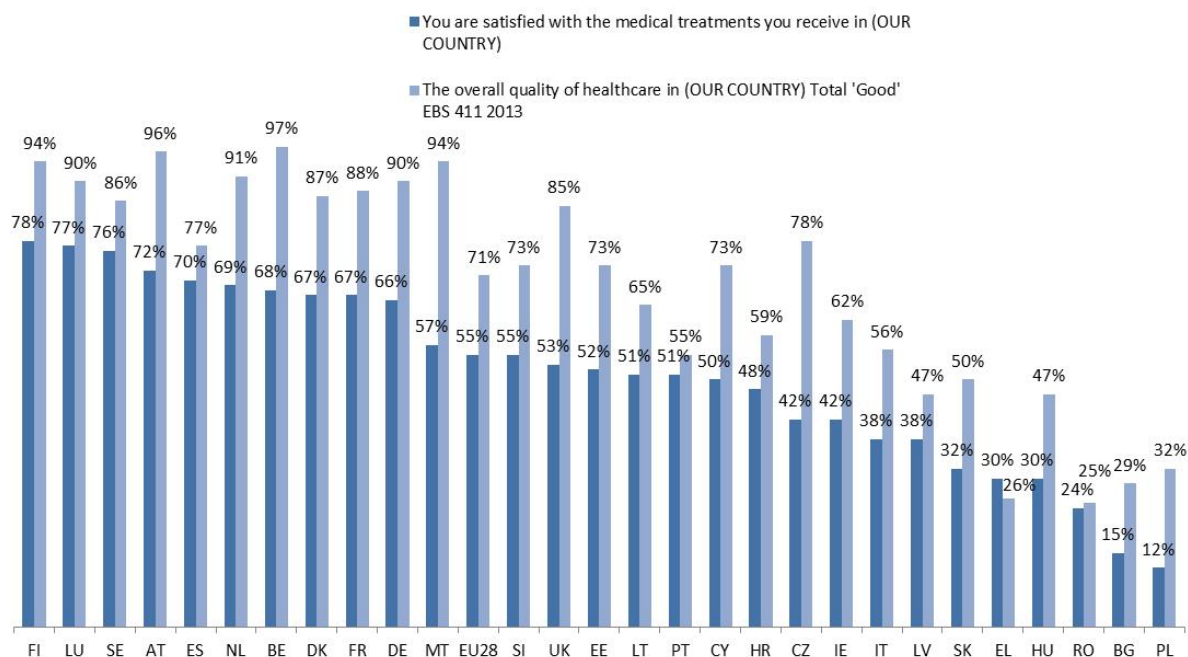
In 17 of the 28 EU countries, at least half the respondents were disinclined to seek treatment abroad because they were **satisfied with medical treatment in their own country**. Satisfaction was particularly high in Finland, where 78% of respondents mentioned this item, followed by Luxembourg (77%), Sweden (76%), Austria (72%) and Spain (70%). The lowest scores were found in Poland (12% of mentions) and Bulgaria (15%).

In 2013, a Eurobarometer survey on Patient safety and quality of healthcare was conducted (EB Special 411)⁸. In this survey, a question assessing the quality of healthcare in each Member State was asked.

As the graph below shows, it is interesting to note that, in most cases, countries where respondents say that they would not be willing to seek healthcare abroad because they are satisfied with the medical treatments they receive are countries where a large majority said that the overall quality of healthcare in their country was good in 2013.

In Finland, for example, 78% of the respondents who are not willing to go abroad for healthcare said it because they are satisfied with the health treatments they received in their country and 94% of the respondents said that the overall quality of healthcare was good in their country.

On the contrary, only a quarter of respondents or less in Romania, Bulgaria or Poland gave this reason and only few respondents in those countries said that the overall quality of healthcare was good.



An absolute majority of respondents said that it was **more convenient to be treated near your home** in ten countries, led by France (63%), Sweden (62%), the Netherlands (57%) and Denmark (56%). Respondents were much less likely to mention this argument in Hungary (30%) and Romania (31%).

⁸ Eurobarometer Special 411 "Patient safety and quality of healthcare"
http://ec.europa.eu/public_opinion/archives/ebs/ebs_411_en.pdf

The language barrier was a particular problem in the Czech Republic, where it discouraged 44% of people from travelling abroad for medical treatment, followed by Denmark (40%). Overall, language was mentioned by at least 15% of respondents in every Member State, except in Luxembourg (9%).

Not being aware of your rights in case things should go wrong was an issue for 42% of people in Denmark, but scores then dropped to 34% in Germany and 31% in Sweden. At the other end of the scale, this was a worry for only 8% of respondents in Malta and 11% in Lithuania.

Lack of information about the availability and quality of medical treatments abroad was a deterrent, again, for 42% of respondents in Denmark, way ahead of Sweden, where this was mentioned by 34% of people, Germany (32%) and the Czech Republic (30%). Scores were the lowest in the United Kingdom (11%) and Slovenia, Malta and Spain (all 13%).

Fear of being unable to afford treatment abroad was mentioned by 65% of respondents in Greece and by over half of people in Bulgaria (56%) and Latvia (51%). In all three countries, this item received the highest score. It was only cited by 2% of respondents in Luxembourg, the lowest score by a large margin, substantially behind Sweden and the United Kingdom (both 10%).

Not having information on patient safety and the quality of care abroad was mentioned by 40% of respondents in Denmark. This was the third item for which scores in this country exceeded those in other countries. The next highest proportion of mentions of this issue was found in Sweden (35%), followed by Germany (28%). People showed the least concerns in Lithuania (7%), Malta and Cyprus (both 9%).

Europeans did not appear to be anxious about **being reimbursed on their treatment abroad**. The highest scores for this item came in the Czech Republic (33%) and Slovakia (27%). Respondents in Malta were the least concerned, with a score of 5%, below Spain (6%), the United Kingdom (7%) and Ireland (8%).

QD11 For which of the following reasons are you unwilling to go to another EU country to receive medical treatment? (MULTIPLE ANSWERS POSSIBLE)

		You are satisfied with the medical treatments you receive in (OUR COUNTRY)	It is more convenient to be treated near your home	You would have issues to understand the language	You are not aware of your rights in case things should go wrong	You do not have enough information about the availability and quality of medical treatments abroad	You cannot afford to receive medical treatment abroad	You have no information on patient safety and quality of care abroad	You are not sure that you would be reimbursed
	EU28	55%	49%	27%	23%	21%	20%	20%	16%
	BE	68%	51%	24%	22%	20%	12%	19%	13%
	BG	15%	36%	22%	26%	20%	56%	11%	14%
	CZ	42%	45%	44%	22%	30%	43%	24%	33%
	DK	67%	56%	40%	42%	42%	15%	40%	15%
	DE	66%	49%	29%	34%	32%	17%	28%	21%
	EE	52%	39%	22%	17%	17%	33%	11%	20%
	IE	42%	49%	19%	16%	19%	18%	17%	8%
	EL	30%	40%	38%	17%	14%	65%	12%	17%
	ES	70%	44%	17%	13%	13%	12%	11%	6%
	FR	67%	63%	26%	26%	22%	11%	23%	18%
	HR	48%	37%	15%	16%	14%	41%	14%	15%
	IT	38%	50%	37%	21%	20%	26%	16%	11%
	CY	50%	51%	36%	15%	15%	35%	9%	22%
	LV	38%	45%	31%	21%	20%	51%	17%	19%
	LT	51%	54%	31%	11%	14%	16%	7%	14%
	LU	77%	50%	9%	18%	16%	2%	11%	21%
	HU	30%	30%	31%	19%	22%	45%	20%	12%
	MT	57%	47%	16%	8%	13%	21%	9%	5%
	NL	69%	57%	28%	28%	26%	12%	26%	22%
	AT	72%	43%	29%	23%	22%	18%	23%	17%
	PL	12%	46%	31%	21%	19%	37%	16%	21%
	PT	51%	49%	27%	24%	20%	40%	17%	10%
	RO	24%	31%	24%	18%	16%	48%	11%	19%
	SI	55%	43%	20%	15%	13%	27%	13%	17%
	SK	32%	37%	34%	18%	21%	40%	16%	27%
	FI	78%	53%	25%	22%	22%	14%	23%	11%
	SE	76%	62%	25%	31%	34%	10%	35%	18%
	UK	53%	38%	18%	15%	11%	10%	18%	7%

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item

Base: those not willing to travel to another EU country to receive medical treatment (n=12,964)

Socio-demographic factors influence the respondents in ways that differ from item to item.

Satisfaction with medical treatment in one's own country: respondent who had studied the longest tended to mention this item more often (59% of those who had studied until at least age 20, compared with 53% of those who left school at age 15 or earlier), as did managers (67%, against 50% of unemployed people and students), and those who almost never had problems paying their bills (59%, vs. 46% who did have these difficulties).

Convenience was equally important for all social categories; nevertheless, those who positioned themselves low on the social scale were more likely to mention this item (51%, against 45% amongst those who self-positioned as "high").

For the issue of language, age does matter: this item was mentioned by 31% of people aged 55 and over, against only 20% of those aged 15-24. Education also had an influence, as language was mentioned by 33% of respondents who left school at age 15 or earlier compared with 19% of people still studying). House persons and retired people were also deterred by language problems (both 31%, compared with students, managers and self-employed respondents, all 19%).

Not being aware of their rights if things should go wrong was more worrying for other white collars (28%) than for retired (19%) and unemployed people (21%).

Lack of information about the availability and quality of medical treatment abroad was mentioned more frequently by students (26%) and other white collars (25%) than by house persons (16%) and unemployed or retired people (both at 19%).

Respondents who said they were unable to afford treatment were most likely to be those who had difficulties paying their bills most of the time (33%, against those who almost never had these difficulties, 15%), and house persons (27%, against 10% of managers). This item was also mentioned more often by those who had studied least (25% of those who left school at age 15 or earlier, against 14% of those who had studied until 20 and later), and by those self-positioned low on the social scale (32% against 11% of those self-positioned high on the scale).

Finally, the lack of information on patient safety and the quality of care abroad was most discouraging to students (25%, against 17% of retired people). Not being sure of being reimbursed was mentioned equally in all socio-demographic categories.

QD11 For which of the following reasons are you unwilling to go to another EU country to receive medical treatment? (MULTIPLE ANSWERS POSSIBLE)

	You are satisfied with the medical treatments you receive in (OUR COUNTRY)	It is more convenient to be treated near your home	You do not have enough information about the availability and quality of medical treatments abroad	You would have issues to understand the language	You cannot afford to receive medical treatment abroad	You are not aware of your rights in case things should go wrong	You have no information on patient safety and quality of care abroad	You are not sure that you would be reimbursed	Other (SPONTANEOUS)	Don't know
EU28	55%	49%	21%	27%	20%	23%	20%	16%	4%	4%
 Age										
15-24	52%	50%	22%	20%	17%	24%	23%	16%	3%	4%
25-39	53%	47%	24%	22%	18%	25%	23%	17%	4%	5%
40-54	55%	47%	24%	26%	21%	27%	22%	18%	3%	2%
55 +	57%	50%	19%	31%	21%	21%	18%	13%	4%	4%
 Education (End of)										
15-	53%	51%	18%	33%	25%	20%	16%	14%	5%	3%
16-19	55%	48%	22%	29%	22%	25%	21%	17%	4%	3%
20+	59%	48%	22%	21%	14%	24%	22%	16%	3%	4%
Still studying	50%	50%	26%	19%	16%	24%	25%	15%	3%	4%
 Socio-professional category										
Self-employed	46%	46%	23%	19%	19%	23%	19%	14%	2%	5%
Managers	67%	46%	24%	19%	10%	27%	23%	16%	4%	4%
Other white collars	55%	48%	25%	26%	18%	28%	23%	20%	2%	3%
Manual workers	53%	50%	24%	29%	23%	27%	24%	18%	4%	3%
House persons	57%	43%	16%	31%	27%	23%	19%	17%	4%	2%
Un-employed	50%	47%	19%	25%	22%	21%	18%	16%	3%	5%
Retired	56%	50%	19%	31%	21%	19%	17%	13%	5%	4%
Students	50%	50%	26%	19%	16%	24%	25%	15%	3%	4%
 Difficulties paying bills										
Most of the time	46%	50%	18%	33%	33%	24%	21%	19%	4%	3%
From time to time	50%	47%	22%	31%	29%	23%	18%	16%	5%	4%
Almost never/ Never	59%	49%	22%	25%	15%	23%	22%	15%	3%	3%
 Self-positioning on the social staircase										
Low (1-4)	49%	51%	20%	32%	32%	24%	20%	18%	4%	4%
Medium (5-6)	57%	49%	22%	26%	18%	23%	20%	15%	3%	3%
High (7-10)	60%	45%	22%	24%	11%	22%	20%	15%	5%	3%

III. CITIZENS' KNOWLEDGE OF THEIR RIGHTS IN CROSS-BORDER HEALTHCARE IN THE EU

1. KNOWLEDGE OF RIGHTS RELATED TO HEALTHCARE RECEIVED IN ANOTHER EU COUNTRY

Respondents were given three statements about their rights to medical treatment in other EU Member States and were asked whether they were true or false. The correct answers were a mix of true and false answers in order to clearly assess the knowledge of the respondents. Two of the three items were true: "You have the right to receive medical treatment in another EU country and be reimbursed for that treatment by your national health authority or healthcare insurer" and "You have the right to receive a copy of your medical record from your doctor when you seek to receive healthcare in another EU country". Another item was wrong: "You cannot get a prescription from your doctor to use in another EU country".

The findings show that EU citizens have only partial knowledge of their rights regarding cross-border healthcare. However, the majority of respondents are knowledgeable on some aspects at least, including the right to be reimbursed and the right to obtain a copy of their medical records.

1.1.1. Entitlement to and reimbursement for medical treatment received in another Member State

- A majority of respondents know that they have the right to be reimbursed for medical treatment in another EU country -

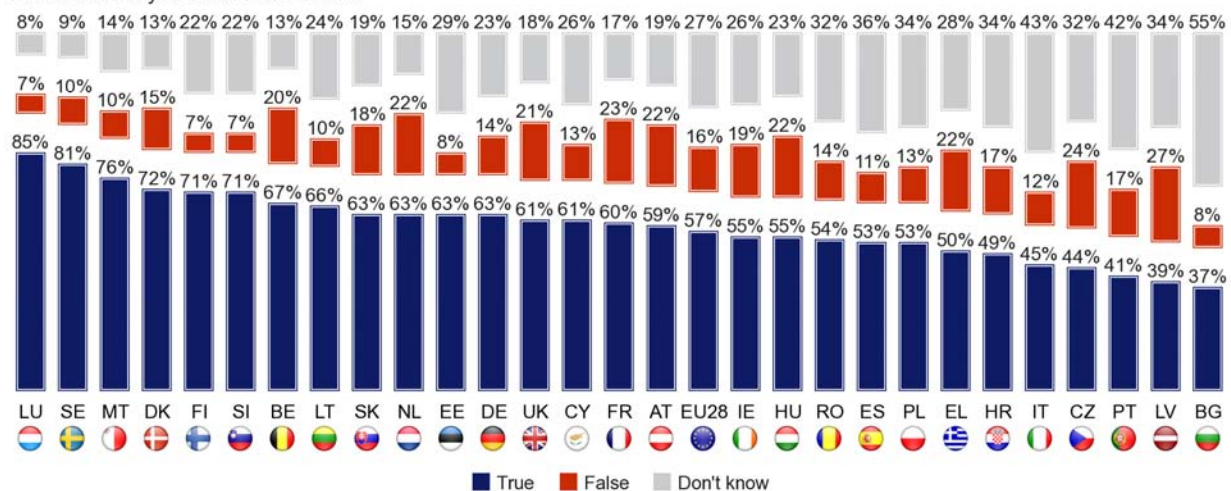
Respondents were asked to say whether it was true that "you have the right to receive medical treatment in another EU country and be reimbursed for that treatment by your national health authority or healthcare insurer." Overall, a majority of Europeans (57%) correctly identified this statement as true.

Respondents were most likely to know this in Luxembourg, where 85% gave the right answer, Sweden (81%) and Malta (76%). Fewer than half of respondents knew the right answer in Bulgaria (37% said this statement was true), Latvia (39%), Portugal (41%), the Czech Republic (44%), Italy (45%) and Croatia (49%).

Respondents were most likely to be unable to answer the question in Bulgaria (55%), Italy (43%) and Portugal (42%); in contrast, very few people said that they did not know the answer in Luxembourg (8%) and Sweden (9%).

QD4.1. Here are some statements related to healthcare received in another EU country. For each of the following, could you please tell me whether you think it is true or false?

You have the right to receive medical treatment in another EU country and be reimbursed for that treatment by your national health authority or healthcare insurer



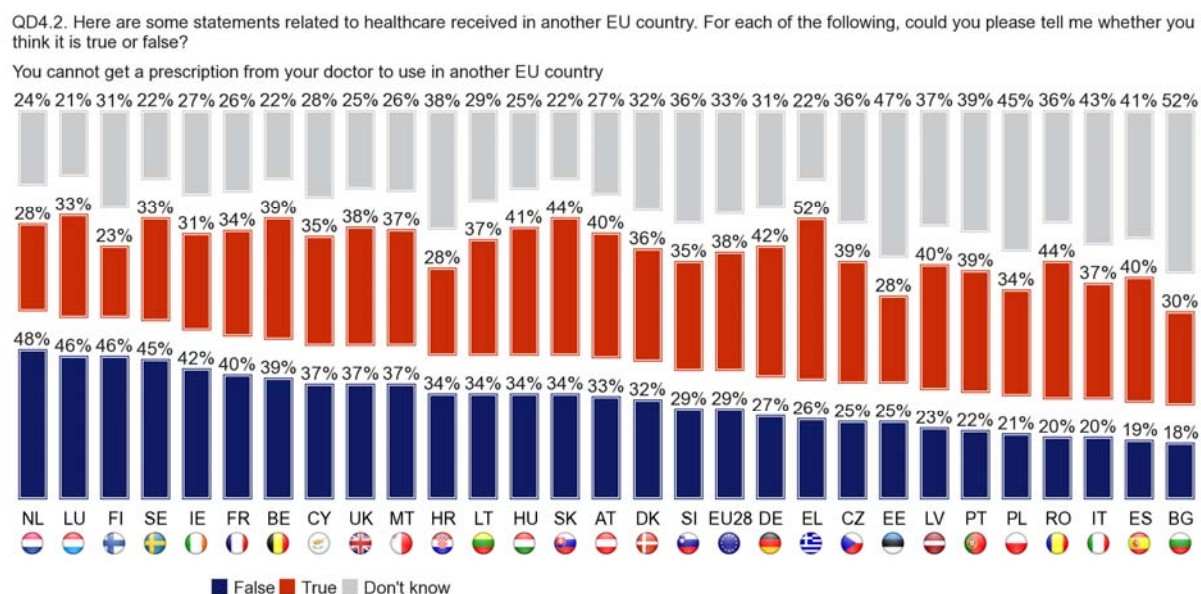
1.1.2. Using a doctor's medical prescription in another EU country

- Less than three respondents in ten think that they can get a prescription from a doctor to use in another EU country -

Europeans were next asked to respond to the statement that "you cannot get a prescription from your doctor to use in another EU country". This statement was in fact false, but this seemed to be a right that most Europeans were unaware of. On average, 38% of respondents thought they could not get a prescription from their doctor to use in another country, while only 29% of Europeans believed they could. One-third of respondents could not answer this question (33%).

An analysis per country shows that respondents were more likely to be aware of their rights in this instance in the Netherlands (48% said the statement was false), Luxembourg and Finland (both 46%), and Sweden (45%).

Respondents were least likely to be aware of their rights in Bulgaria (only 18% thought the statement was false), Spain (19%), and Romania and Italy (both 20%). A large proportion of people admitted that they could not answer, including 52% of respondents in Bulgaria, 47% in Estonia, 45% in Poland, 43% in Italy and 41% in Spain.



1.1.3. Receiving your medical records when seeking healthcare in another EU country

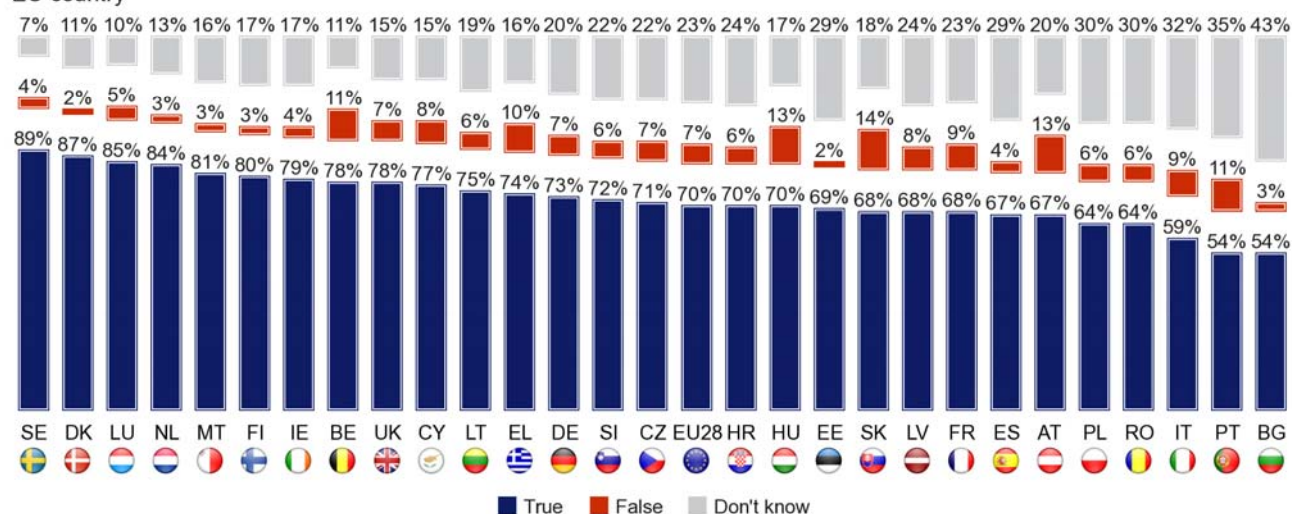
- Most respondents know that they have the right to receive a copy of their medical record when they seek healthcare in another EU country -

Finally, respondents were asked whether the statement that "you have a right to receive a copy of your medical record when you seek to receive healthcare in another EU country" was true or false. A majority of Europeans (70%) correctly identified this statement as true. Over half of people in all countries agreed with this statement, and only a small minority gave the wrong answer.

Respondents were most likely to be aware of this right in Sweden (89% correct answers), Denmark (87%), Luxembourg (85%) and the Netherlands (84%), and least likely to be so in Bulgaria and Portugal (both with 54% correct answers) and Italy (59%); those countries also recorded the highest 'don't know' scores.

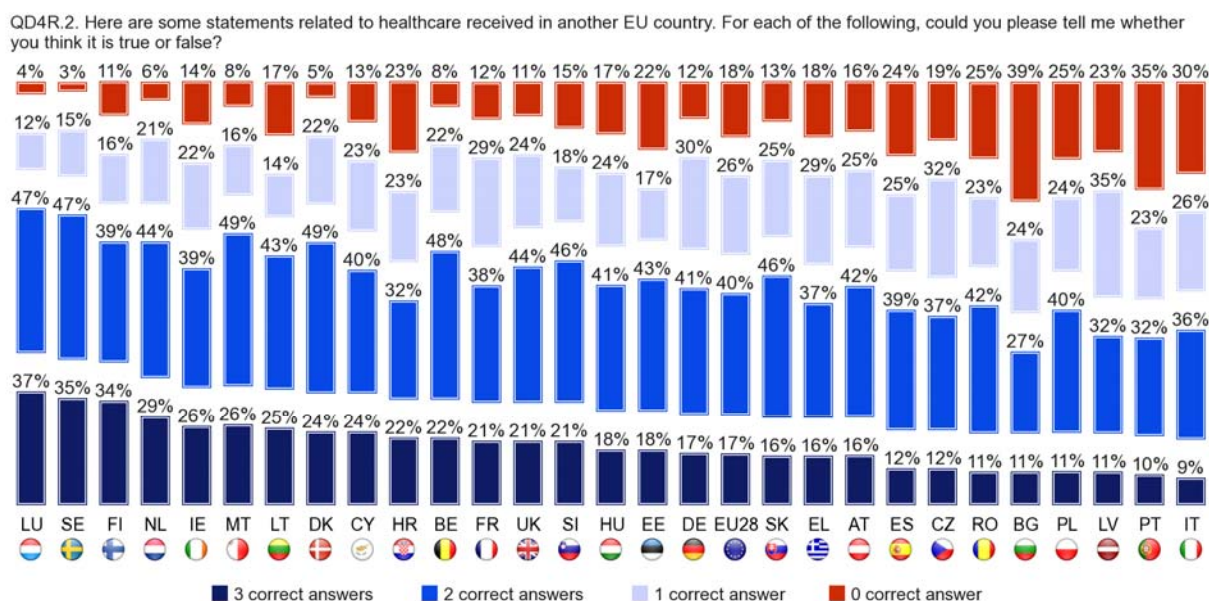
QD4.3. Here are some statements related to healthcare received in another EU country. For each of the following, could you please tell me whether you think it is true or false?

You have the right to receive a copy of your medical record from your doctor when you seek to receive healthcare in another EU country

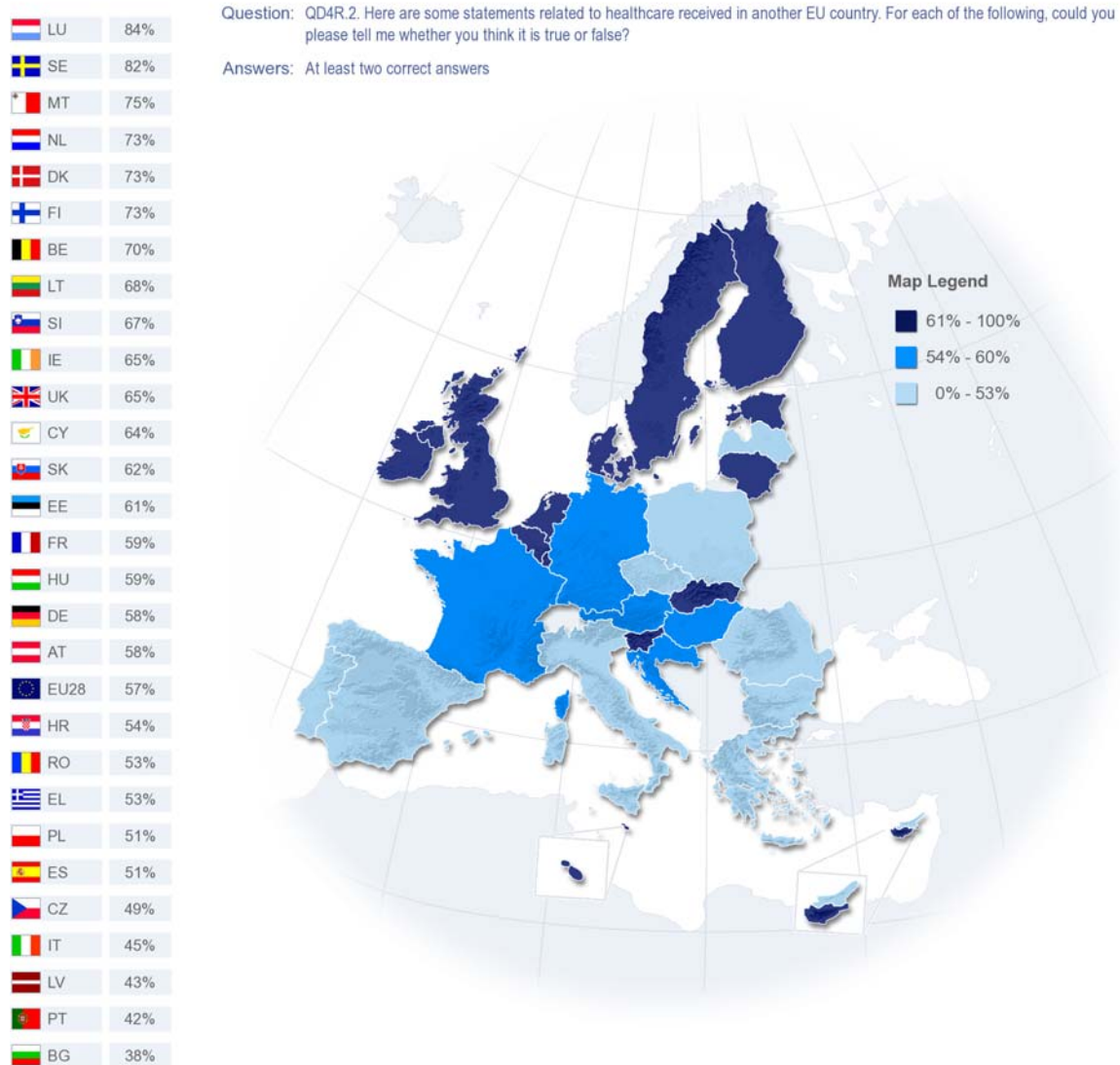


1.1.4. Overall knowledge of rights related to healthcare received in another EU country

The following chart summarises the overall public awareness of these rights, based on responses to the three statements. In most Member States, a majority of respondents gave at least two right answers. Awareness appears to be lower in Bulgaria (including the respondents who said they 'didn't know', 39% were unable to give a single correct answer), Portugal (35%) and Italy (30%). Respondents were most likely to be aware of their rights in Sweden, (3% no correct answer), Luxembourg (4%), Denmark (5%) and the Netherlands (6%).



The map below shows the proportions of respondents who are able to give at least two correct answers in each Member State. Apart from some exceptions (Malta and Slovenia), this map shows a clear geographical divide between Northern or Western Member States and Southern or Eastern Member States.



A socio-demographic analysis shows no distinguishing characteristics in those who had just one correct answer. Those who gave two or three correct answers, however, tended to belong to higher social categories.

Two correct answers were given by 44% of the respondents who had studied at least until the age of 20 (against 33% of those who left school at age 15 or earlier). Regular Internet use is another distinguishing factor: 43% of those who use the Internet every day gave two correct answers, compared with 34% of those who never do so.

20% of respondents who had studied at least until the age of 20 or who were still students gave three correct answers (against 14% of those who left school at age 15 or earlier), and 21% of managers also did so (against 13% of house persons). 19% of respondents who used the Internet every day gave three correct answers (against 12% of those who never used it).

Unsurprisingly, respondents with the lowest level of education were more likely to give no correct answers: 29% of those who left school at age 15 or earlier, against 11% of those who had studied at least until the age of 20; 28% of respondents who never used the Internet gave no correct answers, against 13% of those who used it every day.

Finally, respondents who feel well-informed about what healthcare they have the right to be reimbursed for in another EU country⁹ were slightly more likely to give three correct answers than those who do not feel well informed (24% vs. 16%).

⁹ The results of this question will be fully analysed in chapter 4 on “Information about EU cross-border healthcare”

2. PRIOR AUTHORISATION FROM THE NATIONAL HEALTH AUTHORITY OR HEALTH

INSURER AS A PRE-CONDITION FOR REIMBURSEMENT OF CROSS-BORDER TREATMENT

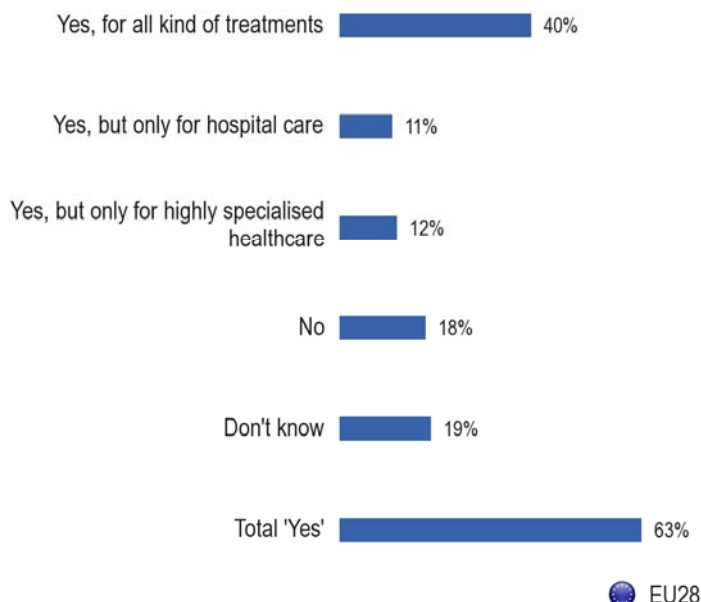
- **A majority of respondents think that they need prior authorisation from their health authority to have medical treatments in another EU country reimbursed -**

The current landscape regarding cross-border health services and whether prior authorisation is required is highly complex. The regulations on prior authorisation depend not just on the country, but also on the treatment concerned.

Europeans are clearly unfamiliar with these regulations. The findings show that 40% of respondents thought they needed prior agreement for all kinds of treatment, 11% felt it was required only for hospital care, and 12% only for highly specialised healthcare. Finally, 18% thought no prior agreement was needed in any circumstances. Almost two out of ten people (19%) admitted that they did not know.

In total, 63% of respondents felt they needed prior authorisation to get treatment in another EU country, which demonstrates they were conscious that at least some agreement must take place between countries – although the circumstances under which this was necessary were unclear.

QD5. If you were travelling to have medical treatment in another EU country, do you think you would need to get prior authorisation from your health authority or health insurer to have those treatments reimbursed?



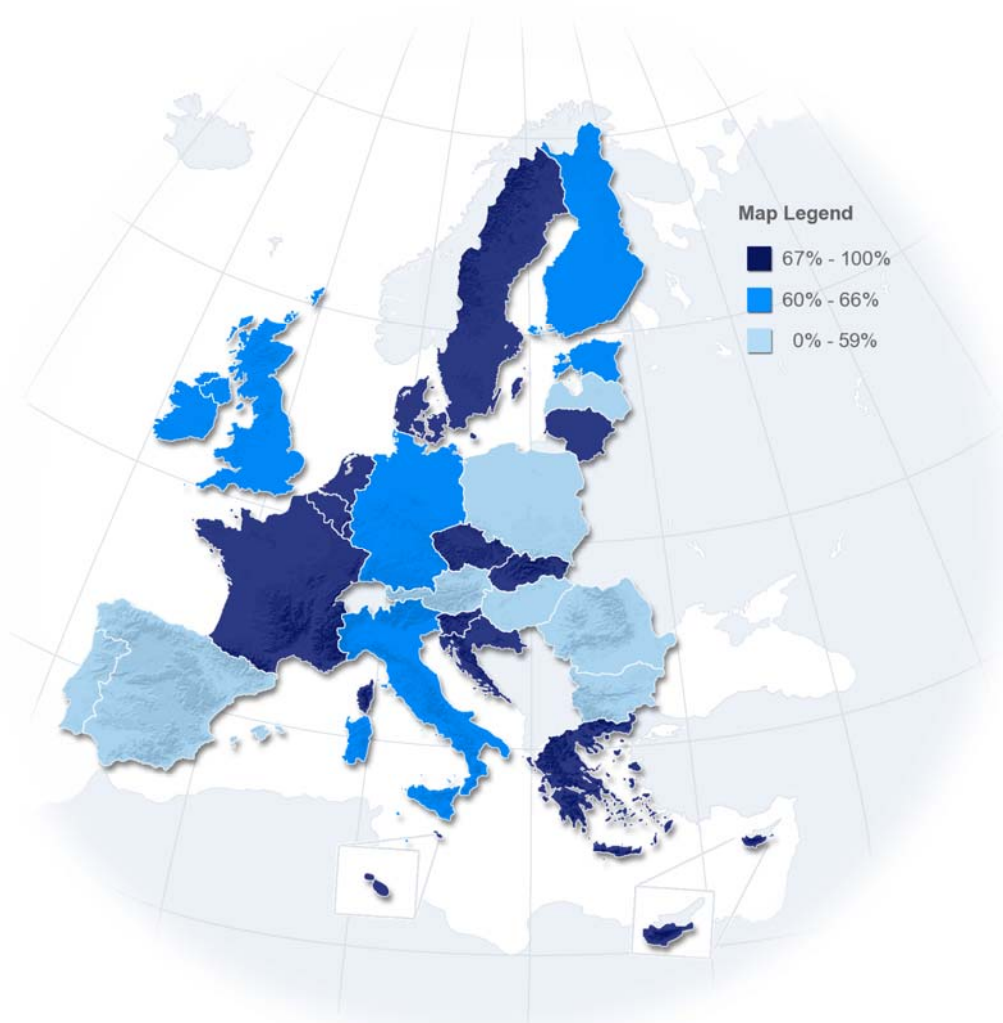
Currently, six Member States do not require their citizens to get prior authorisation before seeking treatment in another EU country. These are the Netherlands, Sweden, Lithuania, the Czech Republic, Estonia and Finland. Nevertheless, in these countries a high percentage of respondents felt they did need some type of prior agreement: 93% of "total yes" in the Netherlands, 83% in Sweden, 72% in Lithuania, 68% in the Czech Republic, and 62% in both Estonia and Finland.

The authorities in Bulgaria and Austria do require prior authorisation in some instances, but respondents in these countries were the least aware this was the case: 41% of "total yes" in Austria and 44% in Bulgaria.

	NL	93%
	MT	85%
	LU	83%
	SE	83%
	CY	79%
	EL	78%
	LT	72%
	HR	72%
	BE	72%
	SK	71%
	DK	71%
	SI	71%
	CZ	68%
	FR	68%
	IE	66%
	UK	65%
	EU28	63%
	EE	62%
	FI	62%
	DE	61%
	IT	60%
	HU	59%
	LV	58%
	ES	57%
	PT	56%
	RO	56%
	PL	50%
	BG	44%
	AT	41%

Question: QD5. If you were travelling to have medical treatment in another EU country, do you think you would need to get prior authorisation from your health authority or health insurer to have those treatments reimbursed?

Answers: Total 'Yes'



A socio-demographic analysis shows very little difference between categories. However, respondents who had spent the least time in education were also least likely to think prior authorisation was required: 55% of "total yes" for people who left school at age 15 or earlier, against 69% for those who had studied until age 20 or more. Within socio-professional categories, house persons and retired people were also less likely to think authorisation was needed (both 58%, against 71% of managers).

IV. INFORMATION ABOUT HEALTHCARE

When asked how knowledgeable they felt about their right to be reimbursed for healthcare in their own country, only half of Europeans say they feel informed. But when asked about their rights when being treated in another EU country, fewer than two out of ten Europeans feel they are informed.

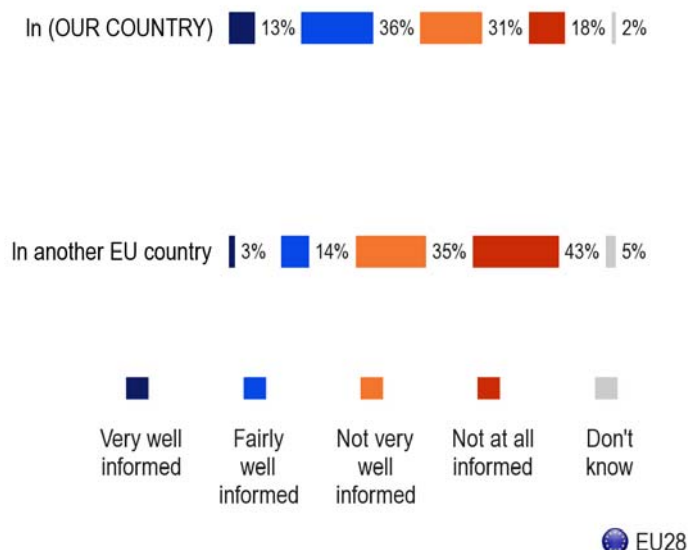
1. HOW INFORMED CITIZENS FEEL THEY ARE ABOUT THEIR RIGHTS TO NATIONAL AND CROSS-BORDER HEALTHCARE

- Few respondents feel well informed about what healthcare they have the right to get reimbursed for in another EU country -

Around half of Europeans felt they were informed about the healthcare for which they had the right to reimbursement **in their own country** (49%): 13% said they were very well informed, and 36% fairly well informed. The other half thought they were not well informed about their rights in their own country: 31% said they were not very well informed and 18% that they were not at all informed (total: 49% 'not informed').

For **cross-border healthcare**, only 17% Europeans said they were informed about their reimbursement rights. And of these, only 3% felt very well informed and 14% fairly well informed. Over three-quarters of Europeans (78%) admitted that they lacked information: 35% were not very well informed, and 43% not at all informed.

QD1. Overall, to what extent do you think that you are well informed about what healthcare you have the right to get reimbursed for...?

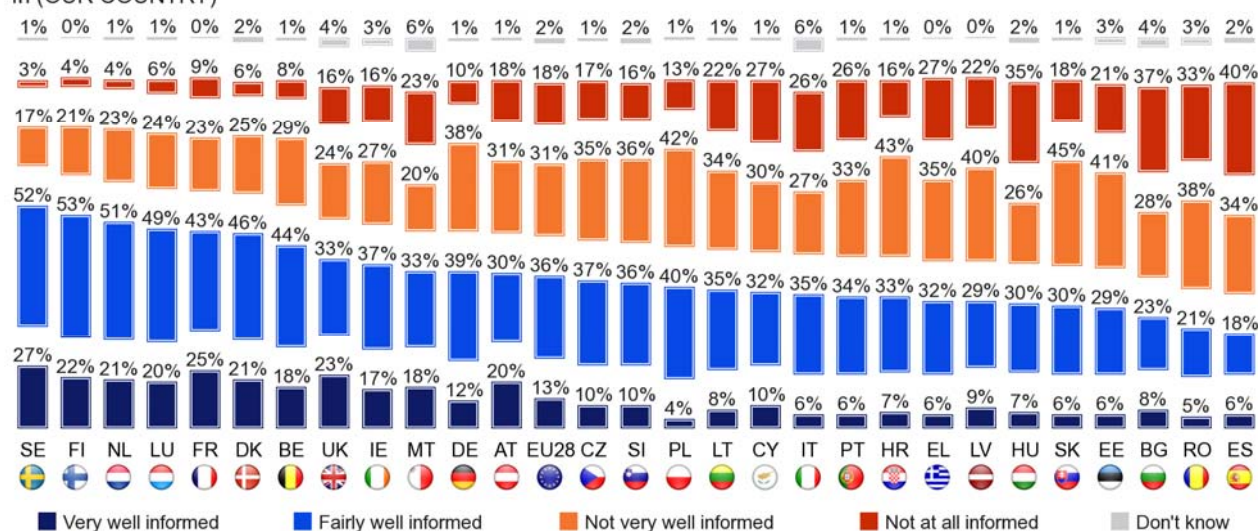


Respondents were most likely to be informed about their rights **in their own country** (total of "very well informed" and "fairly well informed") in Sweden (79%), Finland (75%), the Netherlands (72%), Luxembourg (69%), France (68%) and Denmark (67%). Sweden and France also recorded the highest proportions of respondents feeling very well informed (27% and 25% respectively).

At the other end of the scale, people felt the least knowledgeable in Spain (24% - total of "very well informed" and "fairly well informed"), Romania (26%) and Bulgaria (31%). Respondents were particularly likely to feel "not at all informed" in Spain (40%), Bulgaria (37%) and Hungary (35%).

QD1.1. Overall, to what extent do you think that you are well informed about what healthcare you have the right to get reimbursed for...?

In (OUR COUNTRY)

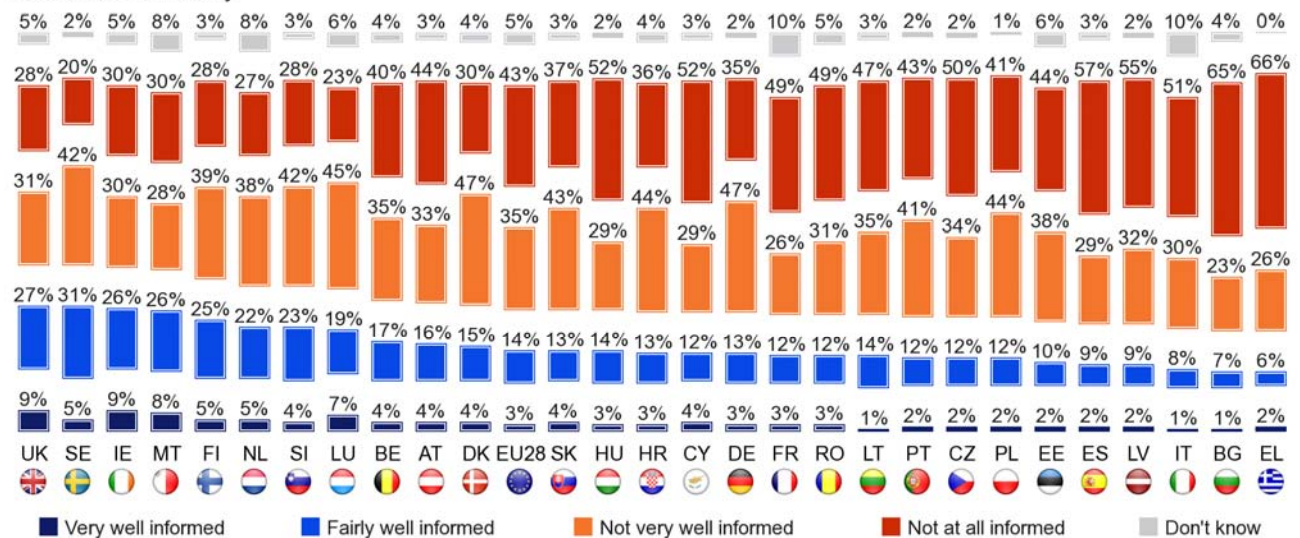


Respondents were most likely to feel informed about their reimbursement rights in **another EU country** in the United Kingdom and Sweden (both 36% - total of "very well informed" and "fairly well informed"), followed by Ireland (35%) and Malta (34%).

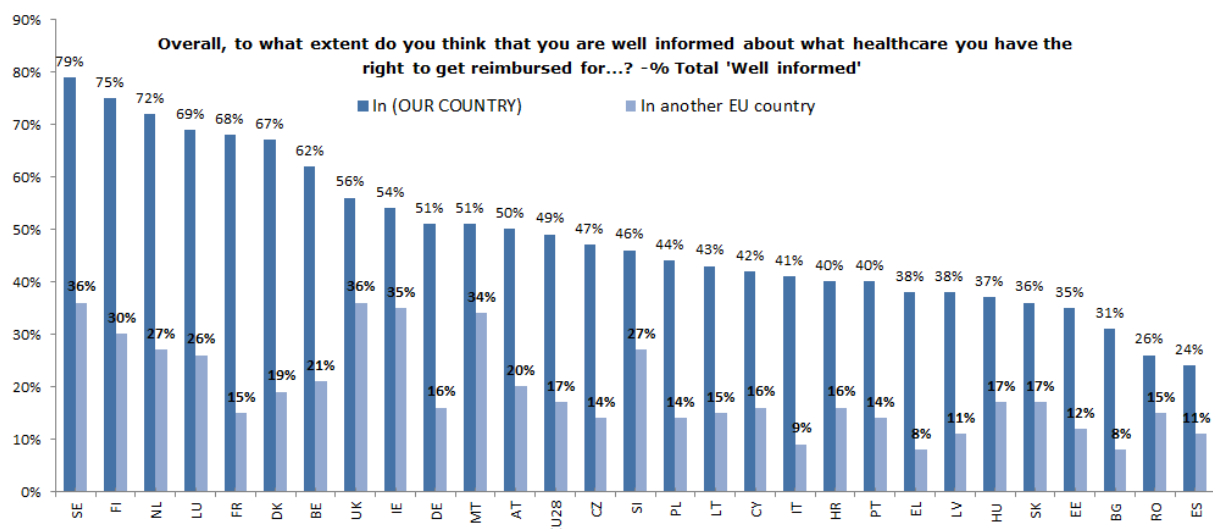
There was a particularly striking absence of information in Greece and Bulgaria (both 8% "very well informed" and "fairly well informed"), Italy (9%), Latvia and Spain (both 11%), and Estonia (12%).

QD1.2. Overall, to what extent do you think that you are well informed about what healthcare you have the right to get reimbursed for...?

In another EU country



When comparing the two questions, it is clear from the chart below that respondents in each Member State are more likely to be informed about what healthcare they have the right to be reimbursed for in their country than in another country. However these discrepancies differ from one country to another. For instance, in France there is a 53 percentage point difference whereas in Romania and Spain there are differences of 11 and 13 percentage points, respectively.



Lack of information about their rights **in their own country** was significantly more widespread among respondents who had studied less (38% "very well informed" and "fairly well informed" for those who left school at age 15 or earlier, against 58% for those who had studied at least until age 20), and those with financial difficulties (37% of those who almost always struggled to pay bills against 53% of those who did not have these problems). House persons (39%) and unemployed people (40%) were also likely to be less informed than managers (61%).

Differences between social segments are narrower in the case of rights **in other countries**. However, respondents with less education are still at a disadvantage (9% "very well informed" and "fairly well informed" among those who left school at age 15 or earlier, against 24% of those who had studied at least until age 20), as are people in less prestigious occupations: 11% of house persons against 27% of managers.

QD1. Overall, to what extent do you think that you are well informed about what healthcare you have the right to get reimbursed for...?

	In (OUR COUNTRY)			In another EU country		
	Total 'Well informed'	Total 'Not well informed'	Don't know	Total 'Well informed'	Total 'Not well informed'	Don't know
EU28	49%	49%	2%	17%	78%	5%
 Education (End of)						
15-	38%	59%	3%	9%	85%	6%
16-19	49%	50%	1%	17%	79%	4%
20+	58%	40%	2%	24%	71%	5%
Still studying	39%	58%	3%	15%	80%	5%
 Socio-professional category						
Self-employed	50%	47%	3%	20%	75%	5%
Managers	61%	38%	1%	27%	70%	3%
Other white collars	53%	45%	2%	18%	77%	5%
Manual workers	44%	54%	2%	18%	78%	4%
House persons	39%	59%	2%	11%	86%	3%
Un-employed	40%	58%	2%	13%	83%	4%
Retired	52%	45%	3%	16%	77%	7%
Students	39%	58%	3%	15%	80%	5%
 Difficulties paying bills						
Most of the time	37%	61%	2%	10%	85%	5%
From time to time	43%	55%	2%	14%	81%	5%
Almost never/ Never	53%	45%	2%	20%	75%	5%

2. PREFERRED SOURCES OF INFORMATION ABOUT CROSS-BORDER HEALTHCARE

- Respondents would be more likely to look for information through their health insurer or National Health Service or their doctor -

Respondents were asked where they would look for information regarding the healthcare for which they have the right to be reimbursed in another EU country. They were able to choose several options from a list of possible sources. A large proportion of Europeans would seek information from their health insurer or National Health Service (44%). Many would ask their general practitioner (GP) or another doctor or specialist (40%). Also, a significant proportion of respondents would check the Internet (information websites, blogs or social media) came third, with 34% of mentions.



Respondents were most likely say they would turn to their **health insurer or National Health Service** in nine Member States, led by the Netherlands (83%), Belgium (79%) and Germany (76%). People were least likely to choose this source in Lithuania (17%), Bulgaria (18%) and Italy (19%).

Asking your **GP or another doctor** was a preferred option in 13 Member States, particularly for a majority of respondents in Bulgaria (62%), Italy (58%), Malta (57%) and Romania (54%). Scores were the lowest in Sweden (17%), the Netherlands (23%), Finland (24%) and Belgium (28%).

People in five countries would primarily get information through **the Internet**. Scores reached 73% in Denmark and 70% in Sweden, ahead of Finland (60%), Estonia (49%) and the United Kingdom (45%). Only 17% of people in Portugal and 19% in Romania would consult the Internet.

Friends and family were not the primary option in any country, but were nevertheless mentioned by 33% of respondents in both Greece and Slovenia, the highest scores. The lowest scores were recorded in France (15%) and Spain (16%).

Respondents in Cyprus would first turn to their national **Ministry of Health** for information (50%). This might also be an option for people in Croatia (39%), Malta (35%) and Spain (33%). Respondents would be least likely to turn to their Health Ministry in Sweden (7%), Finland (8%), and Hungary and Germany (both 9%).

Regional or local authorities were most likely to be approached by respondents in Denmark and Italy (both 20%), but were only mentioned by 1% of people in Slovenia and 3% in the Czech Republic and Lithuania.

Patient or consumer organisations or other NGOs were mentioned most often by respondents in Denmark (19%) and in Hungary and Austria (both 17%). This item ranked the lowest in Belgium and the United Kingdom (both 5%).

Finally, 19% of respondents in Portugal and 15% in Italy would consider getting information from **hospital staff** – against only 2% in Germany and 4% in the Netherlands.

QD2 If you were looking for information regarding what healthcare you have the right to get reimbursed for in another EU country, which of the following sources would you use? (MULTIPLE ANSWERS POSSIBLE)

		Your health insurer or National Health Service	Your general practitioner (GP) or another doctor or specialist	Internet (information websites, blogs or social media)	Friends or family	(NATIONALITY) Ministry of Health	Regional or local authorities	Patient or consumer organisations or other NGOs	Staff at hospitals
	EU28	44%	40%	34%	21%	18%	10%	10%	8%
	BE	79%	28%	30%	22%	12%	7%	5%	6%
	BG	18%	62%	24%	32%	24%	6%	12%	6%
	CZ	66%	47%	36%	25%	17%	3%	7%	9%
	DK	49%	47%	73%	29%	14%	20%	19%	11%
	DE	76%	33%	37%	20%	9%	8%	14%	2%
	EE	32%	47%	49%	24%	18%	5%	8%	6%
	IE	36%	37%	33%	24%	12%	13%	8%	9%
	EL	61%	44%	36%	33%	27%	10%	7%	10%
	ES	27%	37%	23%	16%	33%	12%	8%	10%
	FR	54%	38%	41%	15%	16%	6%	7%	6%
	HR	32%	48%	29%	30%	39%	5%	13%	12%
	IT	19%	58%	20%	21%	25%	20%	11%	15%
	CY	25%	34%	34%	25%	50%	9%	8%	11%
	LV	23%	45%	44%	27%	10%	4%	8%	8%
	LT	17%	42%	38%	31%	11%	3%	8%	10%
	LU	62%	42%	31%	22%	24%	4%	7%	6%
	HU	28%	45%	27%	27%	9%	11%	17%	13%
	MT	25%	57%	25%	19%	35%	8%	10%	13%
	NL	83%	23%	53%	19%	13%	4%	14%	4%
	AT	59%	41%	28%	27%	25%	12%	17%	9%
	PL	32%	41%	31%	28%	14%	7%	7%	12%
	PT	26%	49%	17%	24%	29%	19%	7%	19%
	RO	29%	54%	19%	21%	27%	10%	6%	11%
	SI	47%	49%	39%	33%	13%	1%	9%	7%
	SK	60%	31%	30%	28%	17%	4%	7%	9%
	FI	47%	24%	60%	19%	8%	16%	15%	11%
	SE	61%	17%	70%	25%	7%	19%	13%	10%
	UK	23%	31%	45%	18%	13%	7%	5%	7%

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item

Respondents with the highest level of education and managers said they would get information from insurers and National Health services, the Internet, the Ministry of Health, patient or consumer organisations or other NGOs, and regional or local authorities. People with less education or more difficulties in paying their bills would tend to turn to their doctor or hospital staff.

Younger people appeared more attracted by the Internet, and keener to ask family and friends.

Gender plays a role in some cases: men preferred the Internet (37% against 32% of women), while women were more likely to consult their doctor (41% against 37% of men).

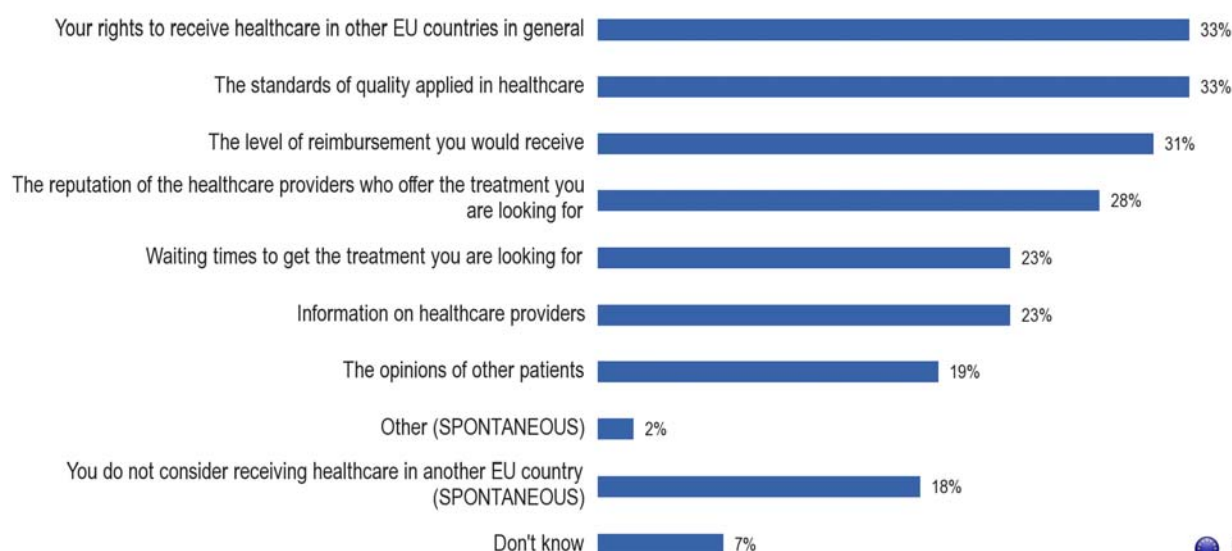
3. THE KIND OF INFORMATION NEEDED TO MAKE A DECISION ON CROSS-BORDER HEALTHCARE

- There is no clear-cut answer regarding the kind of information needed to make a decision on cross-border healthcare -

Respondents were asked which kind of information they would look for that would help their decision in case they were considering receiving healthcare in another EU country. Overall, there is no kind of information that really stands out among all those tested. One-third of Europeans said they would look for information about their rights to receive healthcare in other EU countries and the standards of quality applied in healthcare (both 33% mentions), just ahead of the level of reimbursement they would receive (31%). 28% of respondents would want information about the reputation of the healthcare providers offering the treatment in question. 23% of respondents would want to know the waiting times for the treatment they are looking for and the same proportion would want information on healthcare providers. Finally, 19% of respondents would like to get the opinions of other patients.

However, almost two out of ten respondents (18%) spontaneously reiterated that they would not consider receiving healthcare in another EU country. This suggests that there is large proportion of respondents who do not envisage receiving treatment abroad at all.

QD3. If you were considering receiving healthcare in another EU country, what kind of information would you look for that would help to make your decision?
Information on... (MULTIPLE ANSWERS POSSIBLE)



Knowing about their **rights to receive healthcare in other EU countries** would be a priority for people in 13 Member States, led by Sweden (60%), Greece (49%), Denmark (45%), the Netherlands (44%), Romania (44%) and Portugal (42%). Respondents were less interested in this information in Germany (22%), Poland (24%) and Austria (26%).

In eight countries, respondents were more concerned to know the **standards of quality applied in healthcare**. Respondents were most likely to be interested in this in Sweden (56%), the Netherlands and Denmark (both 55%). This item shared first place with rights to receive healthcare in other EU countries in Italy and Finland, and also with waiting times in Italy. It was mentioned by only 15% of respondents in Hungary and 19% in Lithuania.

The **level of reimbursement** was the main concern in seven Member States, led by Slovakia (53%), France (47%) and the Czech Republic (46%). People were least interested in the United Kingdom (16%) and Spain (17%).

The reputation of healthcare providers was a key concern for 52% of respondents in the Netherlands and 51% in both Denmark and Luxembourg (it came in first position in Luxembourg). Respondents showed the least interest in Poland (15%) and Spain, Lithuania and Latvia (all 17%).

In three countries, **waiting times** were the priority: Slovenia (49%), Croatia (37%) and Italy (35%). However, in Croatia and Italy, this item came in equal first position with rights to receive healthcare in other EU countries, and also with quality standards in Italy. Waiting times were also a concern for people in Denmark (47%), the Netherlands (42%), Sweden (39%) and Greece (38%). Only 12% of people in Germany and Lithuania would look for this information.

Information on healthcare providers would be sought by at least one-third of respondents in the Netherlands and Cyprus (both 36%), Greece (34%) and the Czech Republic (33%). Fewer respondents mentioned this item in Spain and Poland (both 12%).

Finally, 30% of people in Denmark wanted to check the **opinions of other patients**, against only 14% in Belgium, Portugal and Spain.

A significant proportion of respondents said spontaneously that **they would not consider receiving healthcare in another country**, mainly in Germany (43%), and also in Austria (29%), Bulgaria (28%), Portugal (25%) and Estonia (24%).

QD3 If you were considering receiving healthcare in another EU country, what kind of information would you look for that would help to make your decision? Information on... (MULTIPLE ANSWERS POSSIBLE)

		Your rights to receive healthcare in other EU countries in general	The standards of quality applied in healthcare	The level of reimbursement you would receive	The reputation of the healthcare providers who offer the treatment you are looking for	Waiting times to get the treatment you are looking for	Information on healthcare providers	The opinions of other patients	You do not consider receiving healthcare in another EU country (SPONTANEOUS)
	EU28	33%	33%	31%	28%	23%	23%	19%	18%
	BE	35%	40%	44%	29%	17%	23%	14%	17%
	BG	37%	27%	25%	21%	18%	21%	22%	28%
	CZ	38%	24%	46%	31%	26%	33%	25%	14%
	DK	45%	55%	41%	51%	47%	25%	30%	7%
	DE	22%	23%	33%	25%	12%	21%	17%	43%
	EE	41%	24%	40%	28%	27%	28%	19%	24%
	IE	35%	49%	23%	42%	31%	32%	25%	7%
	EL	49%	44%	36%	41%	38%	34%	23%	11%
	ES	40%	28%	17%	17%	22%	12%	14%	17%
	FR	31%	41%	47%	35%	15%	27%	17%	13%
	HR	37%	34%	27%	25%	37%	29%	27%	7%
	IT	35%	35%	26%	29%	35%	26%	19%	8%
	CY	40%	45%	28%	43%	32%	36%	27%	6%
	LV	35%	25%	33%	17%	23%	23%	17%	13%
	LT	33%	19%	31%	17%	12%	17%	17%	19%
	LU	39%	41%	49%	51%	27%	31%	19%	5%
	HU	34%	15%	21%	18%	22%	27%	20%	19%
	MT	37%	46%	18%	29%	32%	26%	21%	2%
	NL	44%	55%	50%	52%	42%	36%	27%	5%
	AT	26%	31%	34%	32%	16%	26%	20%	29%
	PL	24%	21%	36%	15%	31%	12%	20%	21%
	PT	42%	29%	19%	25%	20%	26%	14%	25%
	RO	44%	33%	26%	21%	26%	23%	22%	9%
	SI	34%	28%	41%	22%	49%	24%	23%	9%
	SK	35%	21%	53%	23%	29%	28%	24%	8%
	FI	35%	35%	34%	34%	21%	31%	21%	11%
	SE	60%	56%	34%	41%	39%	26%	20%	7%
	UK	31%	39%	16%	31%	19%	21%	15%	10%

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item

V. NATIONAL CONTACT POINTS FOR EU CROSS-BORDER HEALTHCARE

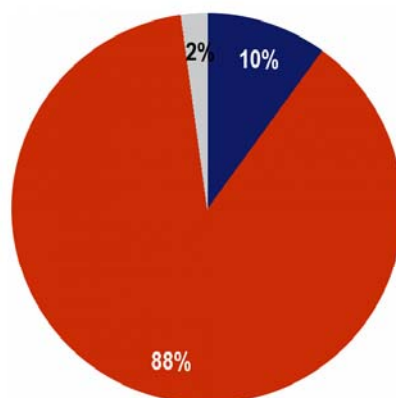
1. KNOWLEDGE OF THE EXISTENCE OF NATIONAL CONTACT POINTS IN EACH EU MEMBER STATE

- One respondent out of ten have heard of the National Contact Point that provides information about EU cross-border healthcare -

According to the directive on the application of patients' rights in cross-border healthcare¹⁰ that was adopted by the European Parliament and the European Council in 2011, each Member State should have a National Contact Point that provides information about cross-border healthcare inside the EU¹¹.

Respondents were asked if they knew that it existed. Overall, one European in ten knew of the existence of National Contact Points providing information about cross-border healthcare inside the EU. This result may seem low but given the fact that only 5% of Europeans experienced EU cross-border healthcare, it seems rather logical.

QD12. In each EU Member State, there is a National Contact Point that provides information about cross-border healthcare inside the EU. Did you know that it existed?



● Yes
● No
● Don't know

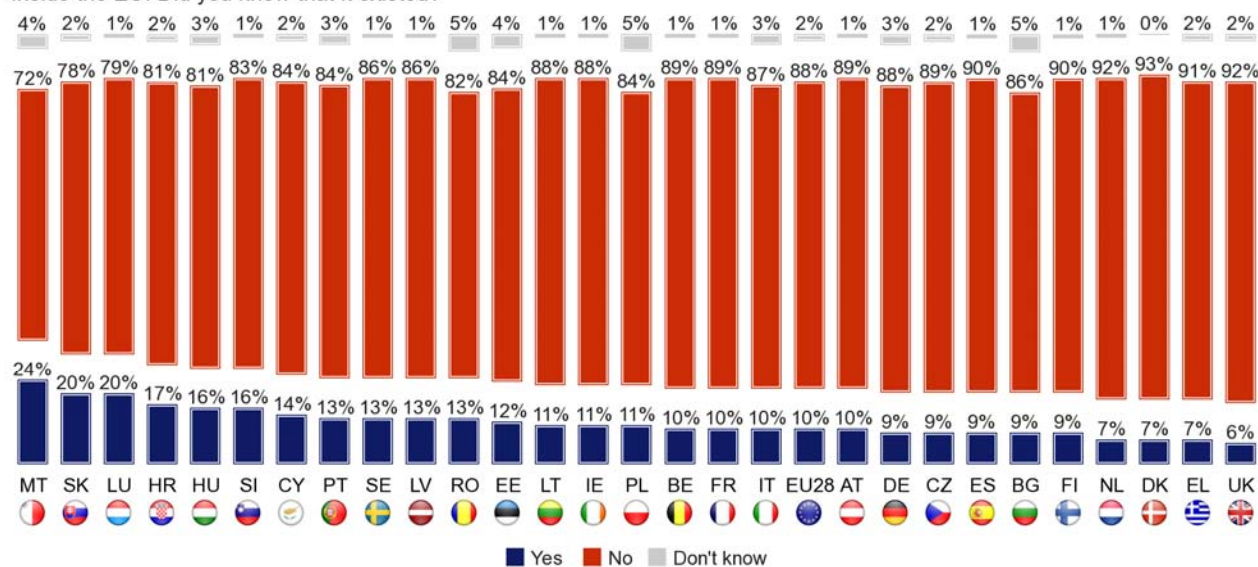
 EU28

¹⁰ <http://eurlex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2011:088:0045:0065:EN:PDF>

¹¹ http://ec.europa.eu/health/cross_border_care/docs/cbhc_ncp_en.pdf

Malta is the country where the highest proportion of people knew of the existence of National Contact Points – but even here, less than a quarter of respondents did so (24%). Two persons in ten in Slovakia and Luxembourg said they had heard of the National Contact Point (both 20%), as had 17% in Croatia, 16% in Hungary and Slovenia, and 14% in Cyprus. All in all, these are extremely low scores. The lowest levels of awareness were found in the United Kingdom (6%) and the Netherlands, Denmark and Greece (all 7%).

QD12. In each EU Member State, there is a National Contact Point that provides information about cross-border healthcare inside the EU. Did you know that it existed?

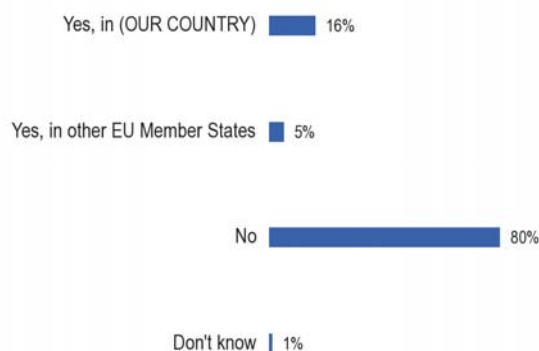


The respondents most likely to know of National Contact Points were those with the highest level of education (12% of those who had studied at least until age 20, against 6% who had left school at age 15 or earlier), and managers (14%, against 8% of house persons and retired people).

2. PRIOR EXPERIENCE OF A NATIONAL CONTACT POINT

Respondents who said that they knew the National Contact Point existed were asked if they ever contacted them. Of those aware of National Contact Points, only 16% had contacted them in their own country and 5% in another Member State.

QD13. And have you ever contacted a National Contact Point about healthcare? (MULTIPLE ANSWERS POSSIBLE)



EU28

Base: those aware of National Contact Points (n=2,668)

A national analysis reveals higher scores in Portugal (38% total “yes”), Romania (33%), and Italy (31%), and lower scores in the United Kingdom (5%), Estonia (7%) and Bulgaria (9%). However, due to the small size of the sample, these scores have only limited statistic relevance.

CONCLUSION

The experience of European Union cross-border healthcare has not increased since 2007, when the last research was conducted. 5% of respondents experienced medical treatment in another EU country in the last year, an increase of just 1 percentage point since 2007.

However, around half the respondents would be willing to travel to another EU country for medical treatment either conditionally (16% said spontaneously that it depends on the country or on the treatment) or unconditionally (33% said “yes”). Nevertheless, this is still slightly less than the 53% of people who said they would be willing to seek cross-border healthcare in 2007.

The most common reasons to seek treatment abroad were to receive treatment that was unavailable at home and to receive better quality treatment.

For 55% of respondents, the main reason for not wanting to get treatment in another country was that they were satisfied with the medical treatment they received in their own country. Interestingly, in most Member States, the more respondents consider healthcare in their country to be good the more they gave this reason¹². Also, 49% of Europeans felt that “it was more convenient to be treated near your home”. Language difficulties were an issue for 27% of the respondents.

Lack of knowledge and awareness is not listed among the main reasons for not receiving treatment abroad today. Indeed, only 21% of the respondents who did not seek treatment abroad said that they “do not have enough information about the availability and quality of medical treatments abroad” and 20% said that they “have no information on patient safety and quality of care abroad”. However, Europeans seem to only have a partial knowledge of their rights to cross-border healthcare. Most of them knew they could be treated abroad and be reimbursed, and that they have the right to receive a copy of their medical record from their doctor when they seek to receive healthcare in another EU country. However, less than 30% of the respondents correctly identified that they can get a prescription from their doctor to use in another EU country. Also, only a small minority of Europeans knew when prior authorisation was needed before seeking treatment in another EU country; and indeed, the legislation is complex and differs from one country to another.

Also most respondents did not feel well-informed about the types of healthcare they have the right to be reimbursed for in another EU country (78%). However, it is interesting to note that only around half of the respondents feel well-informed about the types of healthcare they have the right to be reimbursed for in their country (49%) suggesting that this is a more general issue regardless of where the healthcare is delivered.

¹² This link is identified and analysed in chapter II.4 with a question asked in the Special Eurobarometer 411 on Patient Safety and Quality of care in 2013

ANNEXES

TECHNICAL SPECIFICATIONS

SPECIAL EUROBAROMETER 425

Patients' rights in the EU

TECHNICAL SPECIFICATIONS

Between the 11th and the 20th of October 2014, TNS opinion & social, a consortium created between TNS political & social, TNS UK and TNS opinion, carried out the wave 82.2 of the EUROBAROMETER survey, on request of the EUROPEAN COMMISSION, Directorate-General for Communication, "Strategy, Corporate Communication Actions and Eurobarometer" unit.

The special EUROBAROMETER 425 survey is part of wave 82.2 and covers the population of the respective nationalities of the European Union Member States, resident in each of the Member States and aged 15 years and over.

The basic sample design applied in all states is a multi-stage, random (probability) one. In each country, a number of sampling points was drawn with probability proportional to population size (for a total coverage of the country) and to population density.

In order to do so, the sampling points were drawn systematically from each of the "administrative regional units", after stratification by individual unit and type of area. They thus represent the whole territory of the countries surveyed according to the EUROSTAT NUTS II (or equivalent) and according to the distribution of the resident population of the respective nationalities in terms of metropolitan, urban and rural areas. In each of the selected sampling points, a starting address was drawn, at random. Further addresses (every Nth address) were selected by standard "random route" procedures, from the initial address. In each household, the respondent was drawn, at random (following the "closest birthday rule"). All interviews were conducted face-to-face in people's homes and in the appropriate national language. As far as the data capture is concerned, CAPI (*Computer Assisted Personal Interview*) was used in those countries where this technique was available.

For each country a comparison between the sample and the universe was carried out. The Universe description was derived from Eurostat population data or from national statistics offices. For all countries surveyed, a national weighting procedure, using marginal and intercellular weighting, was carried out based on this Universe description. In all countries, gender, age, region and size of locality were introduced in the iteration procedure. For international weighting (i.e. EU averages), TNS Opinion & Social applies the official population figures as provided by EUROSTAT or national statistic offices. The total population figures for input in this post-weighting procedure are listed below.

Readers are reminded that survey results are estimations, the accuracy of which, everything being equal, rests upon the sample size and upon the observed percentage. With samples of about 1,000 interviews, the real percentages vary within the following confidence limits:

Statistical Margins due to the sampling process (at the 95 % level of confidence)											
<i>various sample sizes are in rows</i>						<i>various observed results are in columns</i>					
	5 %	10 %	15 %	20 %	25 %	30 %	35 %	40 %	45 %	50 %	
	95 %	90 %	85 %	80 %	75 %	70 %	65 %	60 %	55 %	50 %	
N=50	6,0	8,3	9,9	11,1	12,0	12,7	13,2	13,6	13,8	13,9	N=50
N=500	1,9	2,6	3,1	3,5	3,8	4,0	4,2	4,3	4,4	4,4	N=500
N=1000	1,4	1,9	2,2	2,5	2,7	2,8	3,0	3,0	3,1	3,1	N=1000
N=1500	1,1	1,5	1,8	2,0	2,2	2,3	2,4	2,5	2,5	2,5	N=1500
N=2000	1,0	1,3	1,6	1,8	1,9	2,0	2,1	2,1	2,2	2,2	N=2000
N=3000	0,8	1,1	1,3	1,4	1,5	1,6	1,7	1,8	1,8	1,8	N=3000
N=4000	0,7	0,9	1,1	1,2	1,3	1,4	1,5	1,5	1,5	1,5	N=4000
N=5000	0,6	0,8	1,0	1,1	1,2	1,3	1,3	1,4	1,4	1,4	N=5000
N=6000	0,6	0,8	0,9	1,0	1,1	1,2	1,2	1,2	1,3	1,3	N=6000
N=7000	0,5	0,7	0,8	0,9	1,0	1,1	1,1	1,1	1,2	1,2	N=7000
N=7500	0,5	0,7	0,8	0,9	1,0	1,0	1,1	1,1	1,1	1,1	N=7500
N=8000	0,5	0,7	0,8	0,9	0,9	1,0	1,0	1,1	1,1	1,1	N=8000
N=9000	0,5	0,6	0,7	0,8	0,9	0,9	1,0	1,0	1,0	1,0	N=9000
N=10000	0,4	0,6	0,7	0,8	0,8	0,9	0,9	1,0	1,0	1,0	N=10000
N=11000	0,4	0,6	0,7	0,7	0,8	0,9	0,9	0,9	0,9	0,9	N=11000
N=12000	0,4	0,5	0,6	0,7	0,8	0,8	0,9	0,9	0,9	0,9	N=12000
N=13000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,9	0,9	N=13000
N=14000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,8	0,8	N=14000
N=15000	0,3	0,5	0,6	0,6	0,7	0,7	0,8	0,8	0,8	0,8	N=15000
	5 %	10 %	15 %	20 %	25 %	30 %	35 %	40 %	45 %	50 %	
	95 %	90 %	85 %	80 %	75 %	70 %	65 %	60 %	55 %	50 %	

ABBR.	COUNTRIES	INSTITUTES	N° INTERVIEWS	DATES FIELDWORK		POPULATION 15+	PROPORTION EU28
BE	Belgium	TNS Dimarso	1.001	11/10/14	20/10/14	9.263.570	2,18%
BG	Bulgaria	TNS BBSS	1.018	11/10/14	20/10/14	6.294.563	1,48%
CZ	Czech Rep.	TNS Aisa	1.034	11/10/14	20/10/14	8.955.829	2,11%
DK	Denmark	TNS Gallup DK	1.025	11/10/14	20/10/14	4.625.032	1,09%
DE	Germany	TNS Infratest	1.532	11/10/14	20/10/14	71.283.580	16,79%
EE	Estonia	TNS Emor	1.015	11/10/14	20/10/14	1.113.355	0,26%
IE	Ireland	Behaviour & Attitudes	1.001	11/10/14	20/10/14	3.586.829	0,84%
EL	Greece	TNS ICAP	1.015	11/10/14	20/10/14	8.791.499	2,07%
ES	Spain	TNS Spain	1.011	11/10/14	20/10/14	39.506.853	9,31%
FR	France	TNS Sofres	1.011	11/10/14	20/10/14	51.668.700	12,17%
HR	Croatia	HENDAL	1.084	11/10/14	20/10/14	3.625.601	0,85%
IT	Italy	TNS Italia	1.019	11/10/14	20/10/14	51.336.889	12,09%
CY	Rep. Of Cyprus	CYMAR	500	11/10/14	18/10/14	724.084	0,17%
LV	Latvia	TNS Latvia	1.011	11/10/14	20/10/14	1.731.509	0,41%
LT	Lithuania	TNS LT	1.013	11/10/14	20/10/14	2.535.329	0,60%
LU	Luxembourg	TNS ILReS	503	11/10/14	20/10/14	445.806	0,11%
HU	Hungary	TNS Hoffmann	1.058	11/10/14	20/10/14	8.477.933	2,00%
MT	Malta	MISCO	503	11/10/14	20/10/14	360.045	0,08%
NL	Netherlands	TNS NIPO	1.059	11/10/14	20/10/14	13.901.653	3,27%
AT	Austria	ipr Umfrageforschung	1.019	11/10/14	20/10/14	7.232.497	1,70%
PL	Poland	TNS Polska	1.010	11/10/14	20/10/14	32.736.685	7,71%
PT	Portugal	TNS Portugal	1.002	11/10/14	20/10/14	8.512.269	2,01%
RO	Romania	TNS CSOP	1.015	11/10/14	20/10/14	16.880.465	3,98%
SI	Slovenia	RM PLUS	1.055	11/10/14	20/10/14	1.760.726	0,41%
SK	Slovakia	TNS Slovakia	1.038	11/10/14	20/10/14	4.580.260	1,08%
FI	Finland	TNS Gallup Oy	1.000	11/10/14	20/10/14	4.511.446	1,06%
SE	Sweden	TNS Sifo	987	11/10/14	20/10/14	7.944.034	1,87%
UK	United Kingdom	TNS UK	1.329	11/10/14	20/10/14	52.104.731	12,27%
TOTAL EU28			27.868	11/10/14	20/10/14	424.491.772	100%*

* It should be noted that the total percentage shown in this table may exceed 100% due to rounding

QUESTIONNAIRE

D. PATIENT RIGHTS IN THE EU

QD1: ROTATE ITEMS 1 AND 2

QD1	Overall, to what extent do you think that you are well informed about what healthcare you have the right to get reimbursed for...?
-----	--

(SHOW SCREEN – READ OUT – ONE ANSWER PER LINE)

		Very well informed	Fairly well informed	Not very well informed	Not at all informed	DK
--	--	--------------------	----------------------	------------------------	---------------------	----

1	In (OUR COUNTRY)	1	2	3	4	5
2	In another EU country	1	2	3	4	5

EB82.2 QD1

QD2: ROTATE ANSWERS 1 TO 8

QD2: CODE 10 IS EXCLUSIVE

QD2	If you were looking for information regarding what healthcare you have the right to get reimbursed for in another EU country, which of the following sources would you use?
-----	---

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

Friends or family	1,
Patient or consumer organisations or other NGOs	2,
Your health insurer or National Health Service	3,
Your general practitioner (GP) or another doctor or specialist	4,
Staff at hospitals	5,
Regional or local authorities	6,
(NATIONALITY) Ministry of Health	7,
Internet (information websites, blogs or social media)	8,
Other (SPONTANEOUS)	9,
DK	10,

EB82.2 QD2

QD3: ROTATE ANSWERS 1 TO 7

QD3: CODE 9 IS EXCLUSIVE

QD3: CODE 10 IS EXCLUSIVE

QD3	If you were considering receiving healthcare in another EU country, what kind of information would you look for that would help to make your decision? Information on...
-----	--

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

Your rights to receive healthcare in other EU countries in general	1,
The level of reimbursement you would receive	2,
The standards of quality applied in healthcare	3,
The reputation of the healthcare providers who offer the treatment you are looking for	4,
The opinions of other patients	5,
Waiting times to get the treatment you are looking for	6,
Information on healthcare providers	7,
Other (SPONTANEOUS)	8,
You do not consider receiving healthcare in another EU country (SPONTANEOUS)	9,
DK	10,

EB82.2 QD3

QD4: ROTATE ITEMS 1 TO 3

QD4	Here are some statements related to healthcare received in another EU country. For each of the following, could you please tell me whether you think it is true or false?
-----	---

(SHOW SCREEN – READ OUT – ONE ANSWER PER LINE)

		True	False	DK
1	You have the right to receive medical treatment in another EU country and be reimbursed for that treatment by your national health authority or healthcare insurer	1	2	3
2	You cannot get a prescription from your doctor to use in another EU country	1	2	3
3	You have the right to receive a copy of your medical record from your doctor when you seek to receive healthcare in another EU country	1	2	3

EB82.2 QD4

QD5	If you were travelling to have medical treatment in another EU country, do you think you would need to get prior authorisation from your health authority or health insurer to have those treatments reimbursed?
-----	--

(READ OUT – ONE ANSWER ONLY)

Yes, for all kind of treatments	1
Yes, but only for hospital care	2
Yes, but only for highly specialised healthcare	3
No	4
DK	5

EB82.2 QD5

QD6: CODE 3 IS EXCLUSIVE

QD6: CODE 4 IS EXCLUSIVE

QD6	Have you received any medical treatment in another EU country in the last 12 months?
-----	--

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

Yes, a medical treatment that was not planned	1,
Yes, a medical treatment that was planned	2,
No	3,
DK	4,

EB82.2 QD6

ASK QD7 IF "RECEIVED MEDICAL TREATMENT IN ANOTHER EU COUNTRY", CODE 1 OR 2 IN QD6 – OTHERS GO TO QD8

QD7	Thinking about the last time you had a treatment in another EU country, did you encounter any problems getting reimbursement from your national health service or health insurer?
-----	---

(ONE ANSWER ONLY)

Yes	1
No	2
Not applicable because the treatment was covered by the European Health Insurance Card or a travel insurance (SPONTANEOUS)	3
Not applicable for this treatment (SPONTANEOUS)	4
DK	5

EB82.2 QD7

ASK ALL

QD8	Would you be willing to travel to another EU country to receive medical treatment?
-----	--

(ONE ANSWER ONLY)

Yes	1
No	2
It depends on the EU country (SPONTANEOUS)	3
It depends on the type of medical treatment (SPONTANEOUS)	4
DK	5

EB82.2 QD8

ASK QD9 AND QD10 IF "WILLING TO TRAVEL TO ANOTHER EU COUNTRY TO RECEIVE MEDICAL TREATMENT", CODE 1 OR 3 OR 4 IN QD8 – OTHERS GO TO QD11

QD9: ROTATE ANSWERS 1 TO 6

QD9: CODE 8 IS EXCLUSIVE

QD9	For which of the following reasons, would you be willing to travel to another EU country to receive medical treatment?
-----	--

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

To receive treatment more quickly	1,
To receive cheaper treatment	2,
To receive better quality treatment	3,
To receive treatment from a renowned specialist	4,
To receive treatment that is not available in (OUR COUNTRY)	5,
To receive treatment from a provider that is closer to your home	6,
Other (SPONTANEOUS)	7,
DK	8,

EB82.2 QD9

QD10: ROTATE ANSWERS 1 TO 9

QD10: CODE 11 IS EXCLUSIVE

QD10 Which of the following treatments would you be willing to receive in another EU country?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

Diagnostic treatment	1,
Dental treatment	2,
Hip replacement	3,
Treatment for kidney stones	4,
Knee prostheses	5,
Hernia repair	6,
Heart surgery	7,
Cancer treatment	8,
Cataract treatment	9,
Other (SPONTANEOUS)	10,
DK	11,

EB82.2 QD10

ASK QD11 IF "NOT WILLING TO TRAVEL TO ANOTHER EU COUNTRY TO RECEIVE MEDICAL TREATMENT", CODE 2 IN QD8 – OTHERS GO TO QD12

QD11: ROTATE ANSWERS 1 TO 8

QD11: CODE 10 IS EXCLUSIVE

QD11 For which of the following reasons are you unwilling to go to another EU country to receive medical treatment?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

You are satisfied with the medical treatments you receive in (OUR COUNTRY)	1,
It is more convenient to be treated near your home	2,
You do not have enough information about the availability and quality of medical treatments abroad	3,
You would have issues to understand the language	4,
You cannot afford to receive medical treatment abroad	5,
You are not aware of your rights in case things should go wrong	6,
You have no information on patient safety and quality of care abroad	7,
You are not sure that you would be reimbursed	8,
Other (SPONTANEOUS)	9,
DK	10,

EB82.2 QD11

ASK ALL

QD12	In each EU Member State, there is a National Contact Point that provides information about cross-border healthcare inside the EU. Did you know that it existed?
------	---

(ONE ANSWER ONLY)

Yes	1
No	2
DK	3

EB82.2 QD12

ASK QD13 IF "AWARE OF NATIONAL CONTACT POINTS", CODE 1 IN QD12 – OTHERS GO TO QE1

QD13: CODE 3 IS EXCLUSIVE

QD13: CODE 4 IS EXCLUSIVE

QD13	And have you ever contacted a National Contact Point about healthcare?
------	--

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

Yes, in (OUR COUNTRY)	1,
Yes, in other EU Member States	2,
No	3,
DK	4,

EB82.2 QD13

TABLES

QD1.1 Globalement, dans quelle mesure vous estimez-vous bien informé(e) sur les soins de santé que vous avez le droit de vous faire rembourser ... ? (ROTATION)

En (NOTRE PAYS)

QD1.1 Overall, to what extent do you think that you are well informed about what healthcare you have the right to get reimbursed for...? (ROTATE)

In (OUR COUNTRY)

QD1.1 Wie gut sind Sie Ihrer Meinung nach insgesamt darüber informiert, für welche Maßnahmen der Gesundheitsversorgung Sie ein Recht auf Kostenerstattung haben? (ROTIEREN)

(UNSEREM LAND)

		Très bien informé(e)	Plutôt bien informé(e)	Pas très bien informé(e)	Pas du tout informé(e)	Ne sait pas	Total 'Bien informé(e)'	Total 'Pas bien informé(e)'
		Very well informed	Fairly well informed	Not very well informed	Not at all informed	Don't know	Total 'Well informed'	Total 'Not well informed'
		Sehr gut informiert	Ziemlich gut informiert	Nicht sehr gut informiert	Überhaupt nicht informiert	Weiß nicht	Gesamt 'Gut informiert'	Gesamt 'Nicht gut informiert'
%		EB 82.2	EB 82.2	EB 82.2	EB 82.2	EB 82.2	EB 82.2	EB 82.2
	EU 28	13	36	31	18	2	49	49
	BE	18	44	29	8	1	62	37
	BG	8	23	28	37	4	31	65
	CZ	10	37	35	17	1	47	52
	DK	21	46	25	6	2	67	31
	DE	12	39	38	10	1	51	48
	EE	6	29	41	21	3	35	62
	IE	17	37	27	16	3	54	43
	EL	6	32	35	27	0	38	62
	ES	6	18	34	40	2	24	74
	FR	25	43	23	9	0	68	32
	HR	7	33	43	16	1	40	59
	IT	6	35	27	26	6	41	53
	CY	10	32	30	27	1	42	57
	LV	9	29	40	22	0	38	62
	HU	7	30	26	35	2	37	61
	NL	21	51	23	4	1	72	27
	AT	20	30	31	18	1	50	49
	PL	4	40	42	13	1	44	55
	PT	6	34	33	26	1	40	59
	RO	5	21	38	33	3	26	71
	SI	10	36	36	16	2	46	52
	SK	6	30	45	18	1	36	63
	FI	22	53	21	4	0	75	25
	SE	27	52	17	3	1	79	20
	UK	23	33	24	16	4	56	40

QD1.2 Globalement, dans quelle mesure vous estimez-vous bien informé(e) sur les soins de santé que vous avez le droit de vous faire rembourser ... ? (ROTATION)

Dans un autre pays de l'UE

QD1.2 Overall, to what extent do you think that you are well informed about what healthcare you have the right to get reimbursed for...? (ROTATE)

In another EU country

QD1.2 Wie gut sind Sie Ihrer Meinung nach insgesamt darüber informiert, für welche Maßnahmen der Gesundheitsversorgung Sie ein Recht auf Kostenerstattung haben? (ROTIEREN)

In anderen EU-Ländern

		Très bien informé(e)	Plutôt bien informé(e)	Pas très bien informé(e)	Pas du tout informé(e)	Ne sait pas	Total 'Bien informé(e)'	Total 'Pas bien informé(e)'
		Very well informed	Fairly well informed	Not very well informed	Not at all informed	Don't know	Total 'Well informed'	Total 'Not well informed'
		Sehr gut informiert	Ziemlich gut informiert	Nicht sehr gut informiert	Überhaupt nicht informiert	Weiß nicht	Gesamt 'Gut informiert'	Gesamt 'Nicht gut informiert'
		EB 82.2	EB 82.2	EB 82.2	EB 82.2	EB 82.2	EB 82.2	EB 82.2
%								
	EU 28	3	14	35	43	5	17	78
	BE	4	17	35	40	4	21	75
	BG	1	7	23	65	4	8	88
	CZ	2	12	34	50	2	14	84
	DK	4	15	47	30	4	19	77
	DE	3	13	47	35	2	16	82
	EE	2	10	38	44	6	12	82
	IE	9	26	30	30	5	35	60
	EL	2	6	26	66	0	8	92
	ES	2	9	29	57	3	11	86
	FR	3	12	26	49	10	15	75
	HR	3	13	44	36	4	16	80
	IT	1	8	30	51	10	9	81
	CY	4	12	29	52	3	16	81
	LV	2	9	32	55	2	11	87
	HU	3	14	29	52	2	17	81
	NL	5	22	38	27	8	27	65
	AT	4	16	33	44	3	20	77
	PL	2	12	44	41	1	14	85
	PT	2	12	41	43	2	14	84
	RO	3	12	31	49	5	15	80
	SI	4	23	42	28	3	27	70
	SK	4	13	43	37	3	17	80
	FI	5	25	39	28	3	30	67
	SE	5	31	42	20	2	36	62
	UK	9	27	31	28	5	36	59

QD2 Si vous cherchiez des informations sur les soins de santé que vous avez le droit de vous faire rembourser dans un autre pays de l'UE, quelles sources, parmi les suivantes, utiliseriez-vous ? (ROTATION - PLUSIEURS REPONSES)

QD2 If you were looking for information regarding what healthcare you have the right to get reimbursed for in another EU country, which of the following sources would you use? (ROTATE - MULTIPLE ANSWERS POSSIBLE)

QD2 Wenn Sie auf der Suche nach Informationen darüber wären, bei welchen Maßnahmen der Gesundheitsversorgung Sie in einem anderen EU-Land das Recht auf Kostenerstattung haben, welche Quellen würden Sie benutzen? (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

		Des amis ou de la famille	Des associations de patients ou de consommateurs ou autres ONG	Votre assurance médicale ou le service de santé public	Votre médecin généraliste ou un autre médecin ou spécialiste	Le personnel des hôpitaux
		Friends or family	Patient or consumer organisations or other NGOs	Your health insurer or National Health Service	Your general practitioner (GP) or another doctor or specialist	Staff at hospitals
		Freunde oder Familie	Patienten- oder Verbraucherorganisationen oder andere NROs	Ihre Krankenversicherung oder nationale Gesundheitsbehörde	Ihren praktischen Arzt oder einen anderen Arzt oder Spezialisten	Krankenhausmitarbeiter
%		EB 82.2	EB 82.2	EB 82.2	EB 82.2	EB 82.2
	EU 28	21	10	44	40	8
	BE	22	5	79	28	6
	BG	32	12	18	62	6
	CZ	25	7	66	47	9
	DK	29	19	49	47	11
	DE	20	14	76	33	2
	EE	24	8	32	47	6
	IE	24	8	36	37	9
	EL	33	7	61	44	10
	ES	16	8	27	37	10
	FR	15	7	54	38	6
	HR	30	13	32	48	12
	IT	21	11	19	58	15
	CY	25	8	25	34	11
	LV	27	8	23	45	8
	HU	27	17	28	45	13
	NL	19	14	83	23	4
	AT	27	17	59	41	9
	PL	28	7	32	41	12
	PT	24	7	26	49	19
	RO	21	6	29	54	11
	SI	33	9	47	49	7
	SK	28	7	60	31	9
	FI	19	15	47	24	11
	SE	25	13	61	17	10
	UK	18	5	23	31	7

QD2 Si vous cherchiez des informations sur les soins de santé que vous avez le droit de vous faire rembourser dans un autre pays de l'UE, quelles sources, parmi les suivantes, utiliseriez-vous ? (ROTATION - PLUSIEURS REPONSES)

QD2 If you were looking for information regarding what healthcare you have the right to get reimbursed for in another EU country, which of the following sources would you use? (ROTATE - MULTIPLE ANSWERS POSSIBLE)

QD2 Wenn Sie auf der Suche nach Informationen darüber wären, bei welchen Maßnahmen der Gesundheitsversorgung Sie in einem anderen EU-Land das Recht auf Kostenerstattung haben, welche Quellen würden Sie benutzen? (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

		Les autorités régionales ou locales	Le ministère de la Santé (NATIONALITE)	Internet (sites Internet d'information, blogs ou médias sociaux)	Autre (SPONTANE)	Ne sait pas
		Regional or local authorities	(NATIONALITY) Ministry of Health	Internet (information websites, blogs or social media)	Other (SPONTANEOUS)	Don't know
		Regionale oder lokale Behörden	(NATIONALITÄT) Gesundheitsministerium	Internet (Informations-Webseiten, Blogs oder soziale Medien)	Sonstige (SPONTAN)	Weiß nicht
%		EB 82.2	EB 82.2	EB 82.2	EB 82.2	EB 82.2
	EU 28	10	18	34	2	5
	BE	7	12	30	0	1
	BG	6	24	24	1	8
	CZ	3	17	36	1	2
	DK	20	14	73	2	2
	DE	8	9	37	2	3
	EE	5	18	49	2	7
	IE	13	12	33	2	5
	EL	10	27	36	2	1
	ES	12	33	23	2	4
	FR	6	16	41	2	4
	HR	5	39	29	1	3
	IT	20	25	20	2	5
	CY	9	50	34	2	3
	LV	4	10	44	1	7
	HU	11	9	27	3	4
	NL	4	13	53	4	1
	AT	12	25	28	2	4
	PL	7	14	31	2	9
	PT	19	29	17	2	10
	RO	10	27	19	2	8
	SI	1	13	39	3	1
	SK	4	17	30	1	3
	FI	16	8	60	4	3
	SE	19	7	70	2	1
	UK	7	13	45	2	9

QD3 Si vous envisagiez de recevoir des soins de santé dans un autre pays de l'UE, quel type d'informations rechercheriez-vous pour vous aider dans votre décision ? Des informations sur ... (ROTATION - PLUSIEURS REPONSES POSSIBLES)

QD3 If you were considering receiving healthcare in another EU country, what kind of information would you look for that would help to make your decision? Information on... (ROTATE - MULTIPLE ANSWERS POSSIBLE)

QD3 Wenn Sie erwägen würden, sich in einem anderen Land der EU gesundheitlich versorgen zu lassen, welche Art von Informationen würden Sie suchen, um besser entscheiden zu können? Informationen über... (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

		Vos droits de recevoir des soins de santé dans d'autres pays de l'UE en général	Le niveau de remboursement que vous recevriez	Les normes de qualité appliquées dans les soins de santé	La réputation des prestataires de soins de santé qui proposent le traitement que vous cherchez	Les opinions des autres patients
		Your rights to receive healthcare in other EU countries in general	The level of reimbursement you would receive	The standards of quality applied in healthcare	The reputation of the healthcare providers who offer the treatment you are looking for	The opinions of other patients
		Ihre allgemeinen Rechte auf den Erhalt von Gesundheitsversorgung in anderen EU-Ländern	Die Höhe der Kostenerstattung, die Sie erhalten würden	Die in der Gesundheitsversorgung angewendeten Qualitätsnormen	Den Ruf der Gesundheitsdienstleister, die die von Ihnen gewünschte Behandlung anbieten	Die Meinungen anderer Patienten
%		EB 82.2	EB 82.2	EB 82.2	EB 82.2	EB 82.2
	EU 28	33	31	33	28	19
	BE	35	44	40	29	14
	BG	37	25	27	21	22
	CZ	38	46	24	31	25
	DK	45	41	55	51	30
	DE	22	33	23	25	17
	EE	41	40	24	28	19
	IE	35	23	49	42	25
	EL	49	36	44	41	23
	ES	40	17	28	17	14
	FR	31	47	41	35	17
	HR	37	27	34	25	27
	IT	35	26	35	29	19
	CY	40	28	45	43	27
	LV	35	33	25	17	17
	HU	34	21	15	18	20
	NL	44	50	55	52	27
	AT	26	34	31	32	20
	PL	24	36	21	15	20
	PT	42	19	29	25	14
	RO	44	26	33	21	22
	SI	34	41	28	22	23
	SK	35	53	21	23	24
	FI	35	34	35	34	21
	SE	60	34	56	41	20
	UK	31	16	39	31	15

QD3 Si vous envisagiez de recevoir des soins de santé dans un autre pays de l'UE, quel type d'informations rechercheriez-vous pour vous aider dans votre décision ? Des informations sur ... (ROTATION - PLUSIEURS REPONSES POSSIBLES)

QD3 If you were considering receiving healthcare in another EU country, what kind of information would you look for that would help to make your decision? Information on... (ROTATE - MULTIPLE ANSWERS POSSIBLE)

QD3 Wenn Sie erwägen würden, sich in einem anderen Land der EU gesundheitlich versorgen zu lassen, welche Art von Informationen würden Sie suchen, um besser entscheiden zu können? Informationen über... (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

		Les temps d'attente pour recevoir le traitement que vous cherchez	Des informations sur les prestataires de soins de santé	Autre (SPONTANE)	Vous n'envisagez pas de recevoir des soins de santé dans un autre pays de l'UE (SPONTANE)	Ne sait pas
		Waiting times to get the treatment you are looking for	Information on healthcare providers	Other (SPONTANEOUS)	You do not consider receiving healthcare in another EU country (SPONTANEOUS)	Don't know
		Wartezeiten für die von Ihnen gewünschte Behandlung	Informationen zu Gesundheitsdienstleistern	Sonstige (SPONTAN)	Sie erwägen nicht, sich in einem anderen EU-Land gesundheitlich versorgen zu lassen (SPONTAN)	Weiß nicht
%		EB 82.2	EB 82.2	EB 82.2	EB 82.2	EB 82.2
	EU 28	23	23	2	18	7
	BE	17	23	1	17	1
	BG	18	21	0	28	5
	CZ	26	33	1	14	3
	DK	47	25	3	7	3
	DE	12	21	1	43	5
	EE	27	28	1	24	8
	IE	31	32	1	7	5
	EL	38	34	2	11	1
	ES	22	12	2	17	8
	FR	15	27	2	13	4
	HR	37	29	2	7	4
	IT	35	26	2	8	6
	CY	32	36	2	6	2
	LV	23	23	2	13	11
	HU	22	27	1	19	3
	NL	42	36	4	5	2
	AT	16	26	3	29	1
	PL	31	12	1	21	10
	PT	20	26	2	25	4
	RO	26	23	2	9	7
	SI	49	24	4	9	2
	SK	29	28	1	8	4
	FI	21	31	2	11	5
	SE	39	26	2	7	3
	UK	19	21	2	10	15

QD4.1 Voici quelques affirmations relatives aux soins de santé reçus dans un autre pays de l'UE. Pour chacune d'entre elles, pouvez-vous me dire, si vous pensez qu'elle est vraie ou fausse. (ROTATION)

Vous avez le droit de recevoir un traitement médical dans un autre pays de l'UE et d'être remboursé(e) pour ce traitement par le système social de votre pays ou votre assurance médicale

QD4.1 Here are some statements related to healthcare received in another EU country. For each of the following, could you please tell me whether you think it is true or false? (ROTATE)

You have the right to receive medical treatment in another EU country and be reimbursed for that treatment by your national health authority or healthcare insurer

QD4.1 Es folgen einige Aussagen zum Erhalt von Gesundheitsversorgung in anderen EU-Ländern. Sagen Sie mir bitte zu jeder der folgenden Aussagen, ob diese Ihrer Meinung nach richtig oder falsch ist. (ROTIEREN)

Sie haben das Recht, in einem anderen EU-Land medizinisch behandelt zu werden und die Kosten für diese Behandlung von Ihrer nationalen Gesundheitsbehörde oder Ihrer Krankenversicherung erstattet zu bekommen

		Vraie. True. Richtig.	Fausse. False. Falsch.	Ne sait pas Don't know Weiß nicht
		EB 82.2	EB 82.2	EB 82.2
	EU 28	57	16	27
	BE	67	20	13
	BG	37	8	55
	CZ	44	24	32
	DK	72	15	13
	DE	63	14	23
	EE	63	8	29
	IE	55	19	26
	EL	50	22	28
	ES	53	11	36
	FR	60	23	17
	HR	49	17	34
	IT	45	12	43
	CY	61	13	26
	LV	39	27	34
	HU	55	22	23
	NL	63	22	15
	AT	59	22	19
	PL	53	13	34
	PT	41	17	42
	RO	54	14	32
	SI	71	7	22
	SK	63	18	19
	FI	71	7	22
	SE	81	10	9
	UK	61	21	18

QD4.2 Voici quelques affirmations relatives aux soins de santé reçus dans un autre pays de l'UE. Pour chacune d'entre elles, pouvez-vous me dire, si vous pensez qu'elle est vraie ou fausse. (ROTATION)

Vous ne pouvez pas obtenir une prescription de votre médecin pour l'utiliser dans un autre pays de l'UE

QD4.2 Here are some statements related to healthcare received in another EU country. For each of the following, could you please tell me whether you think it is true or false? (ROTATE)

You cannot get a prescription from your doctor to use in another EU country

QD4.2 Es folgen einige Aussagen zum Erhalt von Gesundheitsversorgung in anderen EU-Ländern. Sagen Sie mir bitte zu jeder der folgenden Aussagen, ob diese Ihrer Meinung nach richtig oder falsch ist. (ROTIEREN)

Ihr Arzt kann Ihnen kein Rezept ausstellen, das Sie in einem anderen EU-Land einlösen können

		Vraie. True. Richtig.	Fausse. False. Falsch.	Ne sait pas Don't know Weiß nicht
		EB 82.2	EB 82.2	EB 82.2
	EU 28	38	29	33
	BE	39	39	22
	BG	30	18	52
	CZ	39	25	36
	DK	36	32	32
	DE	42	27	31
	EE	28	25	47
	IE	31	42	27
	EL	52	26	22
	ES	40	19	41
	FR	34	40	26
	HR	28	34	38
	IT	37	20	43
	CY	35	37	28
	LV	40	23	37
	HU	41	34	25
	NL	28	48	24
	AT	40	33	27
	PL	34	21	45
	PT	39	22	39
	RO	44	20	36
	SI	35	29	36
	SK	44	34	22
	FI	23	46	31
	SE	33	45	22
	UK	38	37	25

QD4.3 Voici quelques affirmations relatives aux soins de santé reçus dans un autre pays de l'UE. Pour chacune d'entre elles, pouvez-vous me dire, si vous pensez qu'elle est vraie ou fausse. (ROTATION)

Vous avez le droit de recevoir une copie de votre dossier médical de votre médecin lorsque vous cherchez à recevoir des soins de santé dans un autre pays de l'UE

QD4.3 Here are some statements related to healthcare received in another EU country. For each of the following, could you please tell me whether you think it is true or false? (ROTATE)

You have the right to receive a copy of your medical record from your doctor when you seek to receive healthcare in another EU country

QD4.3 Es folgen einige Aussagen zum Erhalt von Gesundheitsversorgung in anderen EU-Ländern. Sagen Sie mir bitte zu jeder der folgenden Aussagen, ob diese Ihrer Meinung nach richtig oder falsch ist. (ROTIEREN)

Sie haben ein Recht darauf, eine Kopie Ihrer Krankenakte von Ihrem Arzt zu erhalten, wenn Sie sich in einem anderen EU-Land medizinisch versorgen lassen möchten

		Vraie. True. Richtig.	Fausse. False. Falsch.	Ne sait pas Don't know Weiß nicht
%		EB 82.2	EB 82.2	EB 82.2
	EU 28	70	7	23
	BE	78	11	11
	BG	54	3	43
	CZ	71	7	22
	DK	87	2	11
	DE	73	7	20
	EE	69	2	29
	IE	79	4	17
	EL	74	10	16
	ES	67	4	29
	FR	68	9	23
	HR	70	6	24
	IT	59	9	32
	CY	77	8	15
	LV	68	8	24
	HU	70	13	17
	NL	84	3	13
	AT	67	13	20
	PL	64	6	30
	PT	54	11	35
	RO	64	6	30
	SI	72	6	22
	SK	68	14	18
	FI	80	3	17
	SE	89	4	7
	UK	78	7	15

QD4R.1 Voici quelques affirmations relatives aux soins de santé reçus dans un autre pays de l'UE. Pour chacune d'entre elles, pouvez-vous me dire, si vous pensez qu'elle est vraie ou fausse. (ROTATION)

Moyenne

QD4R.1 Here are some statements related to healthcare received in another EU country. For each of the following, could you please tell me whether you think it is true or false? (ROTATE)

Average

QD4R.1 Es folgen einige Aussagen zum Erhalt von Gesundheitsversorgung in anderen EU-Ländern. Sagen Sie mir bitte zu jeder der folgenden Aussagen, ob diese Ihrer Meinung nach richtig oder falsch ist. (ROTIEREN)

Durchschnitt

		Moyenne des bonnes réponses	Moyenne des mauvaises réponses	Ne sait pas
		Average of correct answers	Average of wrong answers	Don't know
		Durchschnitt der richtigen Antworten	Durchschnittlich falsche Antworten	Weiß nicht
		EB 82.2	EB 82.2	EB 82.2
	EU 28	52	21	27
	BE	61	24	15
	BG	36	14	50
	CZ	47	23	30
	DK	63	18	19
	DE	54	21	25
	EE	53	12	35
	IE	59	18	23
	EL	50	28	22
	ES	46	19	35
	FR	56	22	22
	HR	51	17	32
	IT	41	20	39
	CY	58	19	23
	LV	43	25	32
	HU	53	26	21
	NL	65	18	17
	AT	53	25	22
	PL	46	18	36
	PT	39	22	39
	RO	46	21	33
	SI	57	16	27
	SK	55	25	20
	FI	66	11	23
	SE	72	16	12
	UK	59	22	19

QD4R.2 Voici quelques affirmations relatives aux soins de santé reçus dans un autre pays de l'UE. Pour chacune d'entre elles, pouvez-vous me dire, si vous pensez qu'elle est vraie ou fausse. (ROTATION)

QD4R.2 Here are some statements related to healthcare received in another EU country. For each of the following, could you please tell me whether you think it is true or false? (ROTATE)

QD4R.2 Es folgen einige Aussagen zum Erhalt von Gesundheitsversorgung in anderen EU-Ländern. Sagen Sie mir bitte zu jeder der folgenden Aussagen, ob diese Ihrer Meinung nach richtig oder falsch ist. (ROTIEREN)

		Au moins une bonne réponse	0 bonnes réponses	1 bonne réponse	2 bonnes réponses	3 bonnes réponses	Au moins une mauvaise réponse	Au moins une réponse 'Ne sait pas'
		At least one correct answer	0 correct answers	1 correct answer	2 correct answers	3 correct answers	At least one wrong answer	At least one answer 'Don't know'
		Mindestens ein richtige Antwort	0 richtige Antworten	1 richtige Antwort	2 richtige Antworten	3 richtige Antworten	Mindestens eine falsche Antwort	Mindestens eine Antwort 'Weiß nicht'
%		EB 82.2	EB 82.2	EB 82.2	EB 82.2	EB 82.2	EB 82.2	EB 82.2
	EU 28	82	18	26	40	17	48	46
	BE	92	8	22	48	22	54	30
	BG	61	39	24	27	11	35	70
	CZ	81	19	32	37	12	52	48
	DK	95	5	22	49	24	44	42
	DE	88	12	30	41	17	50	47
	EE	78	22	17	43	18	33	55
	IE	86	14	22	39	26	44	40
	EL	82	18	29	37	16	60	37
	ES	76	24	25	39	12	46	54
	FR	88	12	29	38	21	49	39
	HR	77	23	23	32	22	38	48
	IT	70	30	26	36	9	46	58
	CY	87	13	23	40	24	44	43
	LV	77	23	35	32	11	55	51
	HU	83	17	24	41	18	57	35
	NL	94	6	21	44	29	43	37
	AT	84	16	25	42	16	56	34
	PL	75	25	24	40	11	44	58
	PT	65	35	23	32	10	50	51
	RO	75	25	23	42	11	52	48
	SI	85	15	18	46	21	41	45
	SK	87	13	25	46	16	59	34
	FI	89	11	16	39	34	30	43
	SE	97	3	15	47	35	40	29
	UK	89	11	24	44	21	52	36

QD5 Si vous alliez dans un autre pays de l'UE pour recevoir un traitement médical, pensez-vous que vous auriez besoin d'obtenir au préalable l'autorisation de votre autorité de santé ou assurance médicale pour vous faire rembourser ce traitement ?

QD5 If you were travelling to have medical treatment in another EU country, do you think you would need to get prior authorisation from your health authority or health insurer to have those treatments reimbursed?

QD5 Wenn Sie in ein anderes EU-Land reisen wollen, um dort medizinisch behandelt zu werden, müssten Sie dann Ihrer Meinung nach zuvor eine Genehmigung von Ihrer Gesundheitsbehörde oder Ihrer Krankenversicherung erhalten, um diese Behandlungen erstattet zu bekommen?

		Oui, quel que soit le type de traitement	Oui, mais uniquement pour les soins hospitaliers	Oui, mais uniquement pour les soins de santé très spécialisés	Non	Ne sait pas	Total 'Oui'
		Yes, for all kind of treatments	Yes, but only for hospital care	Yes, but only for highly specialised healthcare	No	Don't know	Total 'Yes'
		Ja, und zwar für jede Art von Behandlung	Ja, aber nur für Krankenhausbehandlungen	Ja, aber nur für hoch-spezialisierte Gesundheitsversorgung	Nein	Weiß nicht	Gesamt 'Ja'
%		EB 82.2	EB 82.2	EB 82.2	EB 82.2	EB 82.2	EB 82.2
	EU 28	40	11	12	18	19	63
	BE	46	13	13	20	8	72
	BG	23	8	13	15	41	44
	CZ	44	11	13	14	18	68
	DK	42	13	16	16	13	71
	DE	46	7	8	15	24	61
	EE	34	11	17	15	23	62
	IE	49	8	9	21	13	66
	EL	45	12	21	11	11	78
	ES	37	7	13	18	25	57
	FR	45	12	11	20	12	68
	HR	40	16	16	14	14	72
	IT	27	16	17	24	16	60
	CY	32	14	33	10	11	79
	LV	39	8	11	23	19	58
	HU	26	15	18	28	13	59
	NL	74	7	12	5	2	93
	AT	22	7	12	41	18	41
	PL	27	10	13	22	28	50
	PT	35	8	13	24	20	56
	RO	37	11	8	21	23	56
	SI	45	5	21	14	15	71
	SK	42	10	19	17	12	71
	FI	35	13	14	17	21	62
	SE	52	11	20	11	6	83
	UK	44	12	9	17	18	65

QD6 Avez-vous reçu un traitement médical dans un autre pays de l'UE au cours des 12 derniers mois ? (PLUSIEURS REPONSES POSSIBLES)

QD6 Have you received any medical treatment in another EU country in the last 12 months? (MULTIPLE ANSWERS POSSIBLE)

QD6 Haben Sie in den letzten 12 Monaten eine medizinische Behandlung in einem anderen EU-Land erhalten? (MEHRFACHNENNUNGEN MÖGLICH)

		Oui, un traitement médical qui n'était pas prévu	Oui, un traitement médical prévu à l'avance	Non	Ne sait pas	Total 'Oui'
		Yes, a medical treatment that was not planned	Yes, a medical treatment that was planned	No	Don't know	Total 'Yes'
		Ja, eine ungeplante medizinische Behandlung	Ja, eine geplante medizinische Behandlung	Nein	Weiß nicht	Gesamt 'Ja'
%		EB 82.2	EB 82.2	EB 82.2	EB 82.2	EB 82.2
	EU 28	3	2	94	1	5
	BE	2	2	96	0	4
	BG	1	0	98	1	1
	CZ	5	2	92	2	7
	DK	3	1	96	0	4
	DE	2	0	97	1	2
	EE	2	1	96	2	2
	IE	4	2	92	1	6
	EL	1	1	98	0	2
	ES	1	1	96	1	3
	FR	2	1	96	1	3
	HR	4	2	94	1	5
	IT	4	8	86	2	12
	CY	3	2	96	0	4
	LV	2	1	96	0	3
	HU	5	6	90	0	10
	NL	2	1	97	0	3
	AT	3	2	95	0	5
	PL	4	3	90	3	7
	PT	4	3	92	1	7
	RO	6	2	90	2	8
	SI	3	1	95	0	5
	SK	3	2	92	3	5
	FI	3	1	95	1	4
	SE	2	0	97	0	3
	UK	2	1	96	2	2

QD7 En pensant à la dernière fois que vous avez reçu un traitement dans un autre pays de l'UE, avez-vous eu des problèmes pour vous faire rembourser par votre service de santé national ou votre assurance médicale ?

QD7 Thinking about the last time you had a treatment in another EU country, did you encounter any problems getting reimbursement from your national health service or health insurer?

QD7 Haben Sie im Zusammenhang mit Ihrer letzten Behandlung in einem anderen EU-Land Probleme bei der Rückerstattung der Kosten durch Ihre nationale Gesundheitsbehörde oder Krankenversicherung gehabt?

		Oui	Non	Pas applicable car le traitement était couvert par la carte européenne d'assurance maladie ou une assurance-voyage (SPONTANE)	Pas applicable pour ce traitement (SPONTANE)	Ne sait pas
		Yes	No	Not applicable because the treatment was covered by the European Health Insurance Card or a travel insurance (SPONTANEOUS)	Not applicable for this treatment (SPONTANEOUS)	Don't know
		Ja	Nein	Nicht zutreffend, da die Behandlung von der Europäischen Krankenversicherungskarte oder einer Reiseversicherung abgedeckt war (SPONTAN)	Für diese Behandlung nicht zutreffend (SPONTAN)	Weiß nicht
%		EB 82.2	EB 82.2	EB 82.2	EB 82.2	EB 82.2
	EU 28	15	69	5	8	3
	BE	27	52	10	1	10
	BG	10	77	13	0	0
	CZ	15	72	7	0	6
	DK	5	67	0	24	4
	DE	11	71	12	3	3
	EE	28	69	0	3	0
	IE	8	87	2	3	0
	EL	27	68	0	5	0
	ES	13	61	5	21	0
	FR	26	69	0	0	5
	HR	11	82	4	3	0
	IT	14	69	4	10	3
	CY	20	62	3	8	7
	LV	8	84	1	3	4
	HU	20	65	9	2	4
	NL	13	77	0	5	5
	AT	19	56	7	18	0
	PL	8	75	7	8	2
	PT	34	42	4	17	3
	RO	36	53	0	10	1
	SI	23	64	5	6	2
	SK	13	73	5	5	4
	FI	10	75	7	3	5
	SE	10	72	7	6	5
	UK	0	79	10	10	1

QD8 Iriez-vous dans un autre pays de l'UE pour recevoir un traitement médical ?

QD8 Would you be willing to travel to another EU country to receive medical treatment?

QD8 Wären Sie bereit, in ein anderes EU-Land zu reisen, um sich dort medizinisch behandeln zu lassen?

		Oui	Non	Cela dépend du pays de l'UE (SPONTANE)	Cela dépend du type de traitement médical (SPONTANE)	Ne sait pas
		Yes	No	It depends on the EU country (SPONTANEOUS)	It depends on the type of medical treatment (SPONTANEOUS)	Don't know
		Ja	Nein	Das kommt auf das EU-Land an (SPONTAN)	Das kommt auf die Art der medizinischen Behandlung an (SPONTAN)	Weiß nicht
%		EB 82.2	EB 82.2	EB 82.2	EB 82.2	EB 82.2
	EU 28	33	46	3	13	5
	BE	22	59	7	11	1
	BG	28	32	2	22	16
	CZ	29	56	1	7	7
	DK	62	23	2	10	3
	DE	11	55	11	21	2
	EE	38	40	2	13	7
	IE	55	33	1	8	3
	EL	45	36	2	14	3
	ES	50	37	1	6	6
	FR	21	74	0	3	2
	HR	47	32	0	15	6
	IT	40	38	1	12	9
	CY	66	15	0	17	2
	LV	36	49	0	10	5
	HU	32	42	1	24	1
	NL	67	20	1	9	3
	AT	21	59	2	17	1
	PL	33	35	1	17	14
	PT	34	41	1	20	4
	RO	52	32	0	7	9
	SI	59	17	0	22	2
	SK	43	34	8	11	4
	FI	17	70	1	11	1
	SE	58	35	1	4	2
	UK	30	49	4	15	2

QD8b Iriez-vous dans un autre pays de l'UE pour recevoir un traitement médical ?

QD8b Would you be willing to travel to another EU country to receive medical treatment?

QD8b Wären Sie bereit, in ein anderes EU-Land zu reisen, um sich dort medizinisch behandeln zu lassen?

		Oui	Non	Cela dépend du pays de l'UE (SPONTANE)	Cela dépend du type de traitement médical (SPONTANE)	Ne sait pas
		Yes	No	It depends on the EU country (SPONTANEOUS)	It depends on the type of medical treatment (SPONTANEOUS)	Don't know
		Ja	Nein	Das kommt auf das EU-Land an (SPONTAN)	Das kommt auf die Art der medizinischen Behandlung an (SPONTAN)	Weiß nicht
%		EB 82.2	EB 82.2	EB 82.2	EB 82.2	EB 82.2
	EU 28	50	40	3	5	2
	BE	43	40	7	7	3
	BG	75	12	0	0	13
	CZ	35	63	0	1	1
	DK	72	20	0	7	1
	DE	19	44	14	23	0
	EE	65	27	0	0	8
	IE	64	35	0	0	1
	EL	33	62	0	5	0
	ES	69	29	2	0	0
	FR	67	29	0	0	4
	HR	56	44	0	0	0
	IT	48	46	3	2	1
	CY	80	17	0	3	0
	LV	47	42	0	8	3
	HU	49	43	0	6	2
	NL	67	33	0	0	0
	AT	62	20	6	9	3
	PL	35	51	2	4	8
	PT	45	42	0	12	1
	RO	67	23	0	6	4
	SI	75	17	0	8	0
	SK	76	20	0	3	1
	FI	56	34	4	4	2
	SE	83	17	0	0	0
	UK	60	31	0	9	0

QD8c Iriez-vous dans un autre pays de l'UE pour recevoir un traitement médical ?

QD8c Would you be willing to travel to another EU country to receive medical treatment?

QD8c Wären Sie bereit, in ein anderes EU-Land zu reisen, um sich dort medizinisch behandeln zu lassen?

		Oui	Non	Cela dépend du pays de l'UE (SPONTANE)	Cela dépend du type de traitement médical (SPONTANE)	Ne sait pas
		Yes	No	It depends on the EU country (SPONTANEOUS)	It depends on the type of medical treatment (SPONTANEOUS)	Don't know
		Ja	Nein	Das kommt auf das EU-Land an (SPONTAN)	Das kommt auf die Art der medizinischen Behandlung an (SPONTAN)	Weiß nicht
%		EB 82.2	EB 82.2	EB 82.2	EB 82.2	EB 82.2
	EU 28	32	47	3	13	5
	BE	22	59	7	11	1
	BG	28	32	2	22	16
	CZ	29	55	1	8	7
	DK	61	23	2	11	3
	DE	11	55	11	21	2
	EE	38	40	2	13	7
	IE	55	33	1	8	3
	EL	45	35	2	15	3
	ES	49	38	1	6	6
	FR	20	75	0	3	2
	HR	47	31	0	16	6
	IT	40	36	1	14	9
	CY	66	14	0	18	2
	LV	35	49	0	11	5
	HU	30	42	1	26	1
	NL	67	20	1	9	3
	AT	19	61	2	17	1
	PL	34	34	1	18	13
	PT	33	41	1	21	4
	RO	50	33	0	7	10
	SI	58	17	0	23	2
	SK	42	35	8	11	4
	FI	15	72	0	11	2
	SE	57	35	1	5	2
	UK	29	50	4	15	2

QD9 Parmi les suivantes, pour quelles raisons iriez-vous dans un autre pays de l'UE afin de recevoir un traitement médical ? (ROTATION - PLUSIEURS REPONSES POSSIBLES)

QD9 For which of the following reasons, would you be willing to travel to another EU country to receive medical treatment? (ROTATE - MULTIPLE ANSWERS POSSIBLE)

QD9 Aus welchen der folgenden Gründe wären Sie bereit, in ein anderes EU-Land zu reisen, um sich medizinisch behandeln zu lassen? (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

		Pour recevoir un traitement plus rapidement	Pour recevoir un traitement moins onéreux	Pour recevoir un traitement de meilleure qualité	Pour recevoir un traitement d'un spécialiste reconnu
		To receive treatment more quickly	To receive cheaper treatment	To receive better quality treatment	To receive treatment from a renowned specialist
		Um schneller behandelt zu werden	Um kostengünstiger behandelt zu werden	Um eine Behandlung von besserer Qualität zu erhalten	Um von einem renommierten Spezialisten behandelt zu werden
%		EB 82.2	EB 82.2	EB 82.2	EB 82.2
	EU 28	34	23	53	38
	BE	21	19	46	43
	BG	17	8	70	21
	CZ	21	10	57	54
	DK	66	20	66	43
	DE	24	50	50	52
	EE	36	17	56	37
	IE	56	38	54	43
	EL	28	15	64	41
	ES	23	8	48	27
	FR	24	39	38	49
	HR	32	16	52	13
	IT	31	14	55	42
	CY	26	12	66	45
	LV	25	26	60	12
	HU	31	10	47	19
	NL	67	18	74	15
	AT	28	42	48	59
	PL	44	19	54	28
	PT	32	18	41	18
	RO	31	20	56	34
	SI	52	21	53	33
	SK	24	19	61	40
	FI	47	47	51	28
	SE	67	16	56	62
	UK	44	17	49	43

QD9 Parmi les suivantes, pour quelles raisons iriez-vous dans un autre pays de l'UE afin de recevoir un traitement médical ? (ROTATION - PLUSIEURS REPONSES POSSIBLES)

QD9 For which of the following reasons, would you be willing to travel to another EU country to receive medical treatment? (ROTATE - MULTIPLE ANSWERS POSSIBLE)

QD9 Aus welchen der folgenden Gründe wären Sie bereit, in ein anderes EU-Land zu reisen, um sich medizinisch behandeln zu lassen? (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

		Pour recevoir un traitement qui n'est pas disponible en (NOTRE PAYS)	Pour recevoir un traitement d'un prestataire qui se trouve plus près de chez vous	Autre (SPONTANE)	Ne sait pas
		To receive treatment that is not available in (OUR COUNTRY)	To receive treatment from a provider that is closer to your home	Other (SPONTANEOUS)	Don't know
		Um eine Behandlung zu erhalten, die in (UNSEREM LAND) nicht verfügbar ist	Um von einem Anbieter behandelt zu werden, der sich näher an meinem Wohnort befindet	Sonstige (SPONTAN)	Weiß nicht
%		EB 82.2	EB 82.2	EB 82.2	EB 82.2
	EU 28	71	6	2	2
	BE	76	4	1	0
	BG	67	3	0	3
	CZ	73	3	1	2
	DK	91	7	1	0
	DE	67	9	2	2
	EE	82	9	0	2
	IE	67	12	0	1
	EL	73	4	2	0
	ES	83	3	1	2
	FR	65	9	2	2
	HR	76	3	2	1
	IT	67	4	2	2
	CY	76	3	3	1
	LV	68	7	2	3
	HU	65	3	4	7
	NL	84	10	2	1
	AT	71	6	3	2
	PL	61	5	2	5
	PT	74	5	1	6
	RO	63	8	2	2
	SI	76	6	3	1
	SK	68	8	1	2
	FI	62	6	1	6
	SE	87	7	0	0
	UK	68	7	2	2

QD10 Quels traitements, parmi les suivants, seriez-vous prêt(e) à recevoir dans un autre pays de l'UE ? (ROTATION - PLUSIEURS REPONSES POSSIBLES)

QD10 Which of the following treatments would you be willing to receive in another EU country? (ROTATE - MULTIPLE ANSWERS POSSIBLE)

QD10 Bei welchen der folgenden Behandlungen wären Sie bereit, diese in einem anderen EU-Land zu erhalten? (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

		L'établissement d'un diagnostic	Un traitement dentaire	Un remplacement de hanche	Un traitement contre les calculs rénaux	Une prothèse du genou	Un traitement de hernie
		Diagnostic treatment	Dental treatment	Hip replacement	Treatment for kidney stones	Knee prostheses	Hernia repair
		Diagnostische Behandlung	Zahnbehandlung	Hüftgelenk-ersatz	Behandlung von Nierensteinen	Knieprothese	Leistenbruch-operation
%		EB 82.2	EB 82.2	EB 82.2	EB 82.2	EB 82.2	EB 82.2
	EU 28	26	28	19	15	19	15
	BE	24	20	10	12	11	12
	BG	21	7	16	12	11	7
	CZ	29	21	28	15	23	11
	DK	37	51	29	26	29	24
	DE	17	48	10	6	9	6
	EE	29	22	18	15	21	14
	IE	43	62	39	34	38	34
	EL	26	13	25	10	23	8
	ES	28	15	19	16	18	15
	FR	25	39	12	12	13	14
	HR	24	13	19	13	16	8
	IT	19	25	8	6	11	6
	CY	35	12	12	9	21	7
	LV	33	15	15	11	16	9
	HU	13	8	15	6	12	6
	NL	33	27	32	24	35	37
	AT	23	57	17	11	15	14
	PL	18	9	19	11	17	9
	PT	17	14	14	18	14	13
	RO	30	12	18	17	17	16
	SI	33	36	20	18	20	17
	SK	32	17	24	11	20	10
	FI	19	35	15	11	17	12
	SE	40	47	38	32	38	34
	UK	39	38	36	31	35	30

QD10 Quels traitements, parmi les suivants, seriez-vous prêt(e) à recevoir dans un autre pays de l'UE ? (ROTATION - PLUSIEURS REPONSES POSSIBLES)

QD10 Which of the following treatments would you be willing to receive in another EU country? (ROTATE - MULTIPLE ANSWERS POSSIBLE)

QD10 Bei welchen der folgenden Behandlungen wären Sie bereit, diese in einem anderen EU-Land zu erhalten? (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

		De la chirurgie cardiaque	Un traitement contre le cancer	Une opération de la cataracte	Autre (SPONTANE)	Ne sait pas
		Heart surgery	Cancer treatment	Cataract treatment	Other (SPONTANEOUS)	Don't know
		Herzoperation	Krebsbehandlung	Grauer-Star- Behandlung	Sonstige (SPONTAN)	Weiß nicht
%		EB 82.2	EB 82.2	EB 82.2	EB 82.2	EB 82.2
	EU 28	38	53	17	8	23
	BE	33	52	12	6	21
	BG	35	45	12	4	39
	CZ	44	54	17	6	19
	DK	52	84	28	6	7
	DE	20	34	11	11	27
	EE	40	47	16	7	31
	IE	52	67	38	4	13
	EL	60	71	8	11	12
	ES	40	65	16	6	23
	FR	32	42	14	8	20
	HR	42	52	13	10	23
	IT	38	54	7	10	24
	CY	64	64	9	8	12
	LV	32	35	12	15	23
	HU	38	56	8	9	22
	NL	52	65	27	9	14
	AT	31	39	17	16	14
	PL	35	50	15	5	34
	PT	31	39	18	7	40
	RO	43	47	15	12	21
	SI	42	48	18	18	15
	SK	48	59	21	7	16
	FI	25	37	22	15	26
	SE	50	72	36	10	11
	UK	48	63	32	5	22

QD11 Pour quelles raisons, parmi les suivantes, n'êtes-vous pas prêt(e) à vous rendre dans un autre pays de l'UE pour recevoir un traitement médical ? (ROTATION - PLUSIEURS REPONSES POSSIBLES)

QD11 For which of the following reasons are you unwilling to go to another EU country to receive medical treatment? (ROTATE - MULTIPLE ANSWERS POSSIBLE)

QD11 Aus welchen der folgenden Gründe wären Sie nicht bereit, in ein anderes EU-Land zu reisen, um sich medizinisch behandeln zu lassen? (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

		Vous êtes satisfait(e) des traitements médicaux que vous recevez en (NOTRE PAYS)	Il est plus facile d'être soigné près de chez soi	Vous n'avez pas assez d'informations sur la disponibilité et la qualité des traitements médicaux à l'étranger	Vous auriez des difficultés à comprendre la langue	Vous n'avez pas les moyens financiers de recevoir un traitement médical à l'étranger
		You are satisfied with the medical treatments you receive in (OUR COUNTRY)	It is more convenient to be treated near your home	You do not have enough information about the availability and quality of medical treatments abroad	You would have issues to understand the language	You cannot afford to receive medical treatment abroad
		Sie sind mit der medizinischen Versorgung zufrieden, die Sie in (UNSER LAND) erhalten	Es ist bequemer, in der Nähe seines Wohnorts behandelt zu werden	Sie verfügen nicht über ausreichende Informationen über die Verfügbarkeit und Qualität medizinischer Behandlungen im Ausland	Sie hätten Schwierigkeiten, die Sprache zu verstehen	Sie können es sich nicht leisten, im Ausland medizinisch behandelt zu werden
%		EB 82.2	EB 82.2	EB 82.2	EB 82.2	EB 82.2
	EU 28	55	49	21	27	20
	BE	68	51	20	24	12
	BG	15	36	20	22	56
	CZ	42	45	30	44	43
	DK	67	56	42	40	15
	DE	66	49	32	29	17
	EE	52	39	17	22	33
	IE	42	49	19	19	18
	EL	30	40	14	38	65
	ES	70	44	13	17	12
	FR	67	63	22	26	11
	HR	48	37	14	15	41
	IT	38	50	20	37	26
	CY	50	51	15	36	35
	LV	38	45	20	31	51
	HU	30	30	22	31	45
	NL	69	57	26	28	12
	AT	72	43	22	29	18
	PL	12	46	19	31	37
	PT	51	49	20	27	40
	RO	24	31	16	24	48
	SI	55	43	13	20	27
	SK	32	37	21	34	40
	FI	78	53	22	25	14
	SE	76	62	34	25	10
	UK	53	38	11	18	10

QD11 Pour quelles raisons, parmi les suivantes, n'êtes-vous pas prêt(e) à vous rendre dans un autre pays de l'UE pour recevoir un traitement médical ? (ROTATION - PLUSIEURS REPONSES POSSIBLES)

QD11 For which of the following reasons are you unwilling to go to another EU country to receive medical treatment? (ROTATE - MULTIPLE ANSWERS POSSIBLE)

QD11 Aus welchen der folgenden Gründe wären Sie nicht bereit, in ein anderes EU-Land zu reisen, um sich medizinisch behandeln zu lassen? (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

		Vous ne connaissez pas vos droits au cas où les choses tourneraient mal	Vous n'avez pas d'informations sur la sécurité des patients et la qualité des soins à l'étranger	Vous n'êtes pas certain(e) de vous faire rembourser	Autre (SPONTANE)	Ne sait pas
		You are not aware of your rights in case things should go wrong	You have no information on patient safety and quality of care abroad	You are not sure that you would be reimbursed	Other (SPONTANEOUS)	Don't know
		Sie wissen nicht, welche Rechte Sie haben, falls etwas schief gehen sollte	Sie haben keine Informationen zur Patientensicherheit und Qualität der Versorgung im Ausland	Sie sind nicht sicher, dass Ihnen die Kosten erstattet würden	Sonstige (SPONTAN)	Weiß nicht
%		EB 82.2	EB 82.2	EB 82.2	EB 82.2	EB 82.2
	EU 28	23	20	16	4	4
	BE	22	19	13	1	0
	BG	26	11	14	4	4
	CZ	22	24	33	1	3
	DK	42	40	15	9	2
	DE	34	28	21	3	4
	EE	17	11	20	13	6
	IE	16	17	8	4	5
	EL	17	12	17	5	0
	ES	13	11	6	5	2
	FR	26	23	18	3	1
	HR	16	14	15	3	2
	IT	21	16	11	4	2
	CY	15	9	22	5	2
	LV	21	17	19	6	4
	HU	19	20	12	2	5
	NL	28	26	22	6	2
	AT	23	23	17	4	4
	PL	21	16	21	2	7
	PT	24	17	10	4	3
	RO	18	11	19	9	8
	SI	15	13	17	8	3
	SK	18	16	27	3	4
	FI	22	23	11	7	2
	SE	31	35	18	3	0
	UK	15	18	7	4	8

QD12 Dans chaque Etat membre de l'UE, il existe un point de contact national qui fournit des informations sur les soins de santé transfrontaliers au sein de l'UE. Saviez-vous que cela existait ?

QD12 In each EU Member State, there is a National Contact Point that provides information about cross-border healthcare inside the EU. Did you know that it existed?

QD12 In jedem EU-Mitgliedstaat gibt es eine nationale Kontaktstelle, die Informationen über die grenzüberschreitende Gesundheitsversorgung innerhalb der EU bietet. Wussten Sie von ihrer Existenz?

		Oui Yes Ja	Non No Nein	Ne sait pas Don't know Weiß nicht
	%	EB 82.2	EB 82.2	EB 82.2
 EU 28		10	88	2
 BE		10	89	1
 BG		9	86	5
 CZ		9	89	2
 DK		7	93	0
 DE		9	88	3
 EE		12	84	4
 IE		11	88	1
 EL		7	91	2
 ES		9	90	1
 FR		10	89	1
 HR		17	81	2
 IT		10	87	3
 CY		14	84	2
 LV		13	86	1
 HU		16	81	3
 NL		7	92	1
 AT		10	89	1
 PL		11	84	5
 PT		13	84	3
 RO		13	82	5
 SI		16	83	1
 SK		20	78	2
 FI		9	90	1
 SE		13	86	1
 UK		6	92	2

QD13 Et avez-vous déjà contacté un point de contact national au sujet de soins de santé ? (PLUSIEURS REPONSES POSSIBLES)

QD13 And have you ever contacted a National Contact Point about healthcare? (MULTIPLE ANSWERS POSSIBLE)

QD13 Haben Sie schon einmal Kontakt mit einer nationalen Kontaktstelle zur Gesundheitsversorgung aufgenommen? (MEHRFACHNENNUNGEN MÖGLICH)

		Oui, en (NOTRE PAYS)	Oui, dans d'autres Etats membres de l'UE	Non	Ne sait pas	Total 'Oui'
		Yes, in (OUR COUNTRY)	Yes, in other EU Member States	No	Don't know	Total 'Yes'
		Ja, in (UNSEREM LAND)	Ja, in anderen EU-Mitgliedstaaten	Nein	Weiß nicht	Gesamt 'Ja'
%		EB 82.2	EB 82.2	EB 82.2	EB 82.2	EB 82.2
	EU 28	16	5	80	1	19
	BE	16	6	80	0	20
	BG	6	3	91	0	9
	CZ	22	7	73	1	26
	DK	14	6	81	0	19
	DE	11	2	86	0	14
	EE	6	1	92	1	7
	IE	19	5	76	3	21
	EL	11	7	85	0	15
	ES	13	7	78	2	20
	FR	16	5	81	0	19
	HR	17	2	79	3	18
	IT	28	6	68	1	31
	CY	21	9	71	0	29
	LV	17	2	82	0	18
	HU	10	5	86	0	14
	NL	13	2	84	2	14
	AT	21	6	73	0	26
	PL	8	7	85	1	14
	PT	38	3	61	1	38
	RO	23	13	67	0	33
	SI	12	6	83	0	17
	SK	8	3	88	1	11
	FI	9	2	89	0	11
	SE	19	10	72	0	28
	UK	5	1	95	0	5