
The [NETC@RDS](#) Consortium welcomes your hospital/physician office to the Community of the Service Units.

NETC@RDS is an [European](#) project to reduce bureaucracy within cross border unplanned healthcare by telematic procedures. This Newsletter is aimed at keeping regularly updated the participating service units – hospitals, emergency rooms, pharmacies, specialised clinics, practitioners ambulatories – about the project progress and activities and provides information to healthcare and insurance providers, professionals and citizens on the facilities offered by NETC@RDS in accessing healthcare while being abroad for job, leisure, travel.

What the NETC@RDS service units are?

Europe is growing together. Mobile citizens through Europe are increasing. Healthcare systems must be accessible to insured European citizens, without frontiers. The NETC@RDS service supports this goal by improving access to the healthcare systems in dedicated service sites located in regions of 16 Countries participating to the initiative Austria, Czech Republic, Finland, France, Germany, Greece, Hungary, Italy, Liechtenstein, Netherlands, Norway, Poland, Romania, Slovakia, Slovenia and Switzerland.

The access for citizens who provide evidence of entitlement is ensured via different tools: [European Health and Insurance Card](#) (EHIC), national and regional electronic health and insurance card, chip card issued by government authorities. Furthermore NETC@RDS service provides the electronification of the EHIC by automated data capture either by optical scanning or typing in. Eligibility is then verified within a few seconds by checking the administrative data via the NETC@RDS portals against the

database of the relevant health insurance authority.

Who can benefit?

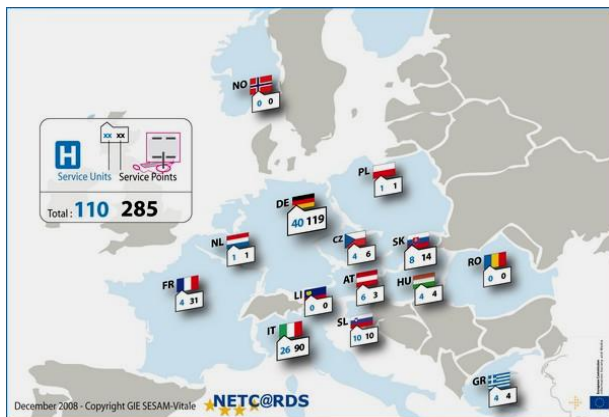
The NETC@RDS service allows an on-line verification of citizens administrative data which certifies acceptance procedures for healthcare providers, social insurance institutions and competent public administrations. These procedures guarantee quick and efficient registration process in service site front desk, improve control and monitoring of cost for healthcare provisions, reduce EHIC fraudulent usage and improve interstate reimbursement. The service enhances the use and confidence of EHIC or its equivalent document by the insured citizens and introduces a more secure and safer procedure for receiving any medical assistance that might become necessary during a temporary stay abroad in an European Country, and medical costs reimbursement. (**see box 1**)



*NETC@RDS is a EU project
co-funded by the eTEN
programme – DG INFSO*

Where the service units are located?

More than 100 dedicated service units in various European pilot-regions have established workstations equipped with the NETC@RDS application enabling process of verification of entitlements rights of citizens in an effective and secure manner. Service Units will be extended in additional locations of Countries where service is already operative and of further European Countries. At present electronic national health insurance cards from Austria, France, Germany, Italy (Regione Lombardia) and Slovenia are accepted for treatment and identification. Citizens from other Countries present their eye readable EHIC.



The list of running Service Site is available at:

www.zi-berlin.de/netcards/pilots.htm

Please find the Service Sites on the map at:

www.sesam-vitale.fr/programme/netcards_sites_gmap.asp

What is achieved by NETC@RDS so far? What has to be realised?

The project, started in June 2007, has achieved relevant results so far: service units have been established in nearly all participating Countries, some of them have been on-line connected to the national portals for cross border communication and validation of data by the responsible health insurance companies. Questionnaires for evaluating acceptance of the service by professionals and citizens have been distributed to service units. Data collection

will allow to assess the deployed services and improve the their quality.

Box 1 - What is the EHIC?

The European Health Insurance Card or its equivalent document, the provisional replacement certificate, makes it easier to obtain access to medical treatment citizens may need while staying temporarily in another Member State of the EU, of the European Economic Area or Switzerland. Such treatment is provided in accordance with the rules of the Member State which citizens are visiting, and the costs incurred are reimbursed in line with the tariff scales applied in that Member State.

Presentation of the EHIC guarantees the citizen reimbursement of the medical costs on the spot, or soon after his/her return home. The model for the EHIC is identical in all the Member States. This enables health care providers in every Member State to identify the card immediately. The insured person can then benefit from a simplified procedure for receiving any medical assistance that might become necessary during a temporary stay. The EHIC can be used in the public other private sector either at hospitals or in the ambulatory care sector. It replaces the previously used E-forms, in particular the well known E 111. Further information at::

www.ec.europa.eu/employment_social/healthcard/index_en.htm

As next steps the project activities will be focused on migration of all service units working offline (i.e. without connection to the national portal) to the on line version and on recruiting of additional service units running on line. Service units will be requested to be equipped with optical scanners while the integration of captured data from national cards or EHIC into the running software of participating units will be finalised. The expected impact will be a stronger implementation of the NETC@RDS application in the daily routine of the service units.

Service Units in mountain areas

Greetings season, skiing time. Do not forget to bring your European Health Insurance Card or its equivalent document, the provisional replacement certificate, when travelling abroad for sports and vacation. It would be easier to get access to medical treatment and be reimbursed. Some of the NETC@RDS service units are located in mountain areas close to skiing stations. In Germany, for instance, running service units are in Freiburg im Breisgau, in the black Forest in Titisee-Neustadt and also in Bad Krozingen. Moreover some service units are located in big cities that are close to the

mountains like Munich and Lörrach.

NETC@RDS a potential bench-marker for the electronic EHIC

EESSI (Electronic Exchange of Social Security Information) is currently under construction. This European-wide network backbone is linked to the new EU Regulation 883/04 about cross-border social security services (including health care) for mobile European citizens. The regulation should enter in force by year 2010 for a transition period that will last 2 years. The aim is all paper forms exchanged between the EU/EFTA member states will be replaced by SED (Structured Electronic Documents). In parallel, some portable documents like the EHIC will also be progressively replaced by electronic proof of entitlement such as e.g. the electronic EHIC. Both EHIC and e-EHIC will likely co-exist until hospitals and health care practitioners in Europe will be equipped to read electronic cards. The e-EHIC could be either an already existing legacy (national or regional card) card or a brand new card based on common ECC (European Citizen Card) specification described in the CWA (CEN Workshop Agreement on the e-EHIC) document which is now under review for approval by the CASSTM (Administrative Commission for Migrant Workers Social Security). Moreover, on-line verification of patient insurability entitlement might be operated at the point of care on the basis of the EHIC information via EESSI

NETC@RDS Mid-Term workshop

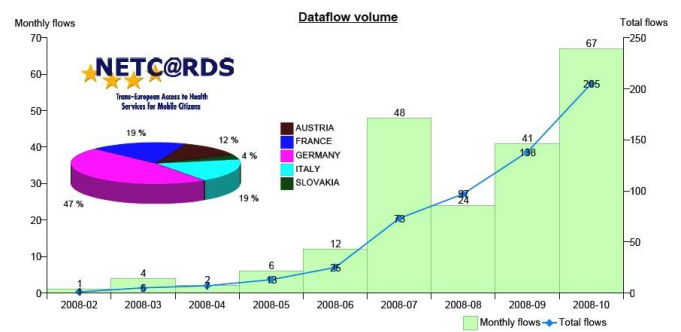
The NETC@RDS project announces its Mid-Term workshop which will take place in **Luxembourg, on 2nd April 2009** in the frame of the of Med-e-Tel, the International eHealth, telemedicine and health ICT forum (www.medetel.lu). For more information and registration please visit: www.nectards.eu.

Box 2 – NETC@RDS National Delegates

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Statistic results on the on-line SU

The first statistic results of the NETC@RDS service is now available since October 2008. Dataflow volume is still low but we clearly see a real increase of the volume since this summer. That shows that the deployment is now ongoing well and that the added value of the service is recognized by the service units (*see diagram*).



Why to be member of the Service Units Community?

The Service Units are fundamental performers of the NETC@RDS service deployment. NETC@RDS project partners consider important to have feedback from the running service units in order to better support them, through the national delegates (see box 2), in terms of organisation, evaluation, problems solving, specific requests. The Service Units Community allows to all members to exchange information between all participants, monitor the effective implementation of the NETC@RDS application in the daily routine and improve the demonstration of technical feasibility and personal acceptance of the service.

Please contact your national delegate for further information and if you want to get in touch with other NETC@RDS service units.

This Newsletter has been issued by the dissemination team of the NETC@RDS project.

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