



My Health @ EU
eHealth Digital Service Infrastructure
A service provided by the European Union



MyHealth @EU

Frequently Asked Questions (FAQ) **QUICK GUIDE**

CONTEÚDOS GERAIS

1. If I am in a European Union country, do I have access to the same health services as the citizens who live there?

As an EU citizen, if you become ill during a temporary stay abroad, you are entitled to receive any treatment that you cannot wait until you return to your country.

It is advisable to have the European Health Insurance Card, as it is material proof that you are insured in an EU country and simplifies payment and reimbursement issues.

2. European citizens are entitled to receive healthcare in the European Union

With the help of digital advances, the European Commission and the Member States have come together to jointly work on this challenge.

And so, the MyHealth@EU project was born.

3. MyHealth@EU

Cross-borders eHealth services in the European Union

Learn more
about the project at

SPMS



www.spms.min-saude.pt/a-minha-saude-na-europa/

4. What are the MyHealth@EU objectives?

- Facilitate quick access to patient's health information for health professionals
- Increase the accessibility of dispensing prescriptions in the Member States
- Contribute to patient's safety, reducing the frequency of medical errors

5. Main services



PATIENT SUMMARY



ELECTRONIC
PRESCRIPTION AND
DISPENSATION

6. Member States that have already joined the services



Croatia



Spain



Estonia



France



Finland



Luxembourg



Malta



Netherlands



Poland



Portugal

Czech
Republic

7. Do I need a visa to use the Patient Summary and Electronic Prescriptions and Dispensations services in the European Union?

No. However, these services are only available after authorization to share health data, in the Personal Area of the SNS 24 Portal.

8. Did you know that...

If you need to go to the hospital emergency in a European country, the doctor can have access to your health summary if you authorize it?

Don't forget to check if the foreign country already has this service available at :

SPMS



www.spms.min-saude.pt/a-minha-saude-na-europa/

9. Did you know that...

It is possible to collect your electronic prescriptions in another European country?

Portuguese Electronic Prescriptions can be used in the adhering Member States and Prescriptions from other Member States are compatible with the SNS information system.

Don't forget to check if the country and the foreign pharmacy already have this service available at:

SPMS



www.spms.min-saude.pt/a-minha-saude-na-europa/

PATIENT SUMMARY



10. What is the Patient Summary?

An easily understandable overview of the patient's medical history, which helps foreign health professionals to better understand the health of citizens..

11. What information is present in the Electronic Health Summary?



User Identification
(user number, name and date of birth)



Health Unit and Family Doctor



Allergies



Chronic Medication



Vaccines



Medical and Nursing Diagnoses



Medical Procedures



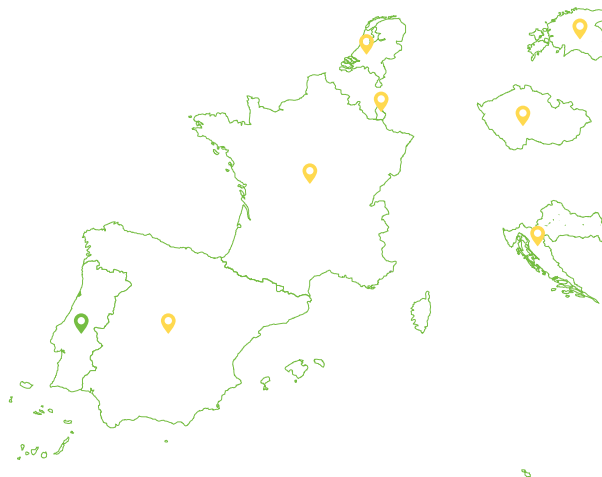
Medical Devices

12. How to activate the Patient Summary?

Through the Personal Area of the SNS 24, the user can activate their Patient Summary by accessing "My Records" > "Patient Summary" and clicking on the corresponding button. You must also authorize healthcare professionals from other Member States to view your data under "My area" > "Permissions".

13. The Electronic Health Summary is available for:

- Portuguese citizens who need medical care in Malta, Croatia, Luxembourg, France, Czech Republic, Spain, Netherlands and Estonia.
- Maltese, Croatian, Czech, Spanish and Estonian nationals who need medical care in Portugal.



Learn more

ELECTRONIC PRESCRIPTION AND DISPENSATION



14. What is Electronic Prescription?

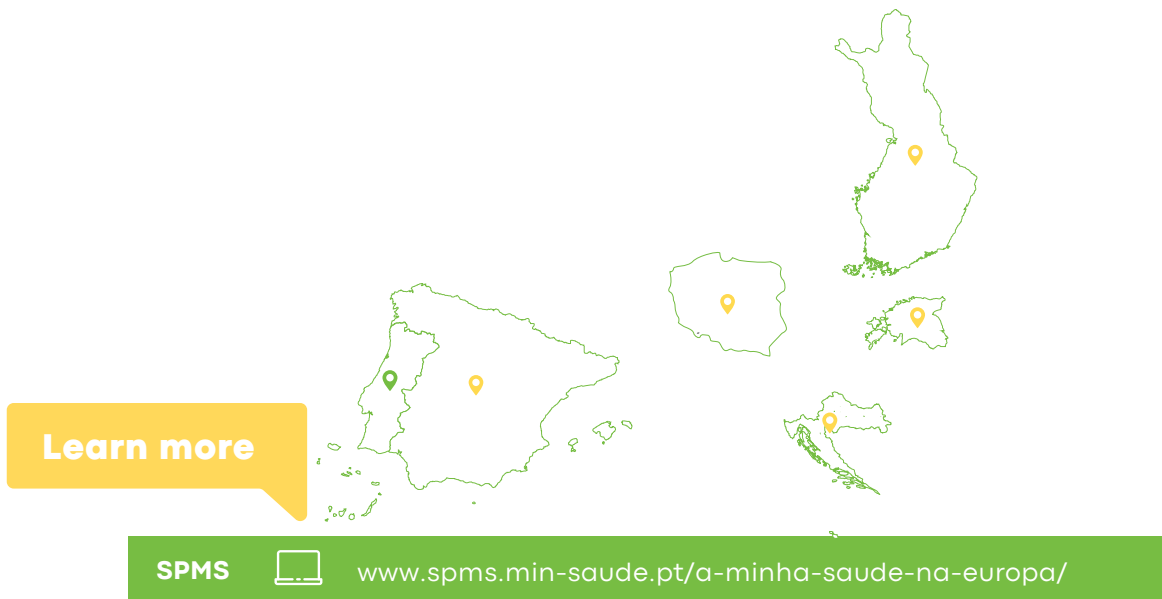
It is a process in which a health professional, in the country of origin, electronically prescribes medication and, consequently, these data are transmitted to foreign pharmacies that adhere to the service, so that the medication can be dispensed.

15. What is Electronic Dispensation?

It is a process in which a patient collects a medication from a prescription that was prescribed in his/her country of origin, at a foreign pharmacy participating in the service.

16. Electronic Prescription and Dispensation are available for:

- Portuguese citizens who need to dispense medicines in Estonia, Finland, Croatia, Spain and Poland.
- Finnish, Croatian, Spanish and Estonian citizens who need to dispense medicines in Portugal.



17. What information is contained in Electronic Prescriptions and Dispensations?

The data transmitted correspond to those of electronic medical prescriptions.

However, they can only be accessed after the patient has provided the PIN code to access the dispensation.

18. How is my personal health data protected in a European Union country?

Personal data is processed and protected in accordance with current EU legislation and current practices in your country of residence and in the country to which you travel.

In some countries, data sharing may be permitted by law or you may need to sign a document expressing your consent.

19. I am collecting a prescription abroad and I do not speak the language of the pharmacist. How will the pharmacist understand my doctor's information?

The pharmacists in the country where you are located will receive your electronic prescription in their language, alongside a copy of the prescription in the original language.

20. Are all medicines covered by the Electronic Dispensation Service in the European Union?

No, the dispensation does not apply to non-prescription medications and medications that have not been electronically prescribed.

There are also some groups of medicines that are not available: psychotropics and/or narcotics, and compounded medicines.

21. I paid a prescription in a European Union country. Am I entitled to reimbursement for medicines, what is the case in Portugal?

You will have to pay the full cost of the medicine in the country of travel. You can request a refund from your insurance system when you return to your country of residence.

22. I was unable to purchase a medication from a foreign pharmacy that is part of the Electronic Dispensation service, but I need it urgently. What should I do?

Ask a doctor in that country to give you a prescription.

**For more
information**

SPMS



www.spms.min-saude.pt/a-minha-saude-na-europa/



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Avenida da República, 61 • 1050 - 189 Lisboa

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