

## GUIDELINES FOR THE USE OF THE IMI CROSS-BORDER HEALTHCARE MODULE ('Patients' Rights')



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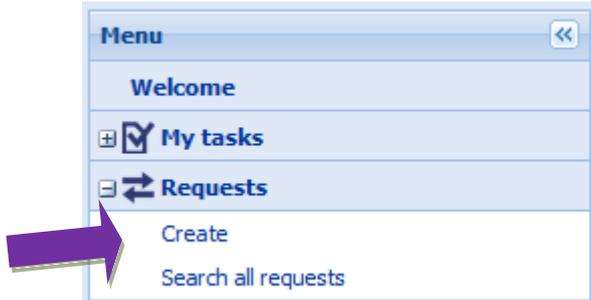


## I. BACKGROUND

The IMI Cross-border Healthcare Directive workflow is used for the exchange of information concerning the right to practice of health professionals.

## II. CREATION of a request

In order to create a request go to 'Menu – Requests - Create'



In case you have request handler's rights for other legislative areas, you may need to choose the legislative area first. Then run a search for an authority via the available button.

 A screenshot of the 'Create Request' form. The form has two tabs: 'Choose Competent Authority' (active) and 'Enter Request Details'. Under the active tab, there is a section titled 'Legislative area Identification' with a dropdown menu showing 'Patients' Rights'. Below this is another section titled 'Competent Authority to Contact' with the instruction 'Use the authority search to identify the appropriate responding authority' and a 'Search for authority' button. A purple arrow points to this button. At the bottom right, there are buttons for 'Previous step', 'Next step', 'Save draft', and 'Cancel'.


 A screenshot of the 'Authority Search' dialog box. It contains a search form with the following fields: 'Country' (a dropdown menu with 'Denmark' selected), 'Authority Name', 'Postcode', 'Town', and 'Free text'. There are also radio buttons for 'Include authorities with general horizontal competence' with 'Yes' selected. A purple arrow points to the 'Search' button at the top right of the dialog box.


Click on the appropriate authority and click on the button 'select'



**Authority Search**

Page 1 of 1 | Per Page 5 | Displaying Topics 1 - 2 of 2

Informal Title	Names	Country
CBHC Patients' Rights Authority DK 01	CBHC Patients' Rights Authority DK 01	Denmark
NIMIC DK	NIMIC Denmark	Denmark

Once the recipient authority is selected, back on the request screen, the system will display the details of the authority.

To move in the information request, always use the 'Next step' and 'Previous step' buttons located at the bottom of the page.



On the tab 'Request details', you can indicate a possible date for reply. Fill in the appropriate fields.

Choose Competent Authority | **Enter Request Details**

**Question Set Selection**

Question set Application of patients' rights in cross-border healthcare

**Indicative date for reply**

Indicative date for reply 7 days  

**Details of the health professional**

When entering free text please indicate the language you are using in the dropdown next to the text box. If possible use a language which is understood by the Responding Authority. The Responding Authority has indicated that it understands the following languages: dansk (da)

Profession \*



In the 'Question selection' part, the main Questions in the list are displayed in **bold**. When you select one of these, additional questions are automatically selected. Depending on the answer provided by the recipient to the main question, the system will automatically present further (dependent) questions to the responding authority.

### Question Selection i

When entering free text please indicate the language you are using in the dropdown next to the text box. If possible use a language which is understood by the Responding Authority. The Responding Authority has indicated that it understands the following languages: dansk (da)

Show questions by Main categories Sub categories All questions

Highlight questions containing words  and  Find

+

**Is the professional currently entitled to practice the above mentioned profession in your country? (01)**

*Depending on the answer given to this question further questions are automatically asked.*

Question

comments

en ▼

+

**Can you confirm that the professional is registered in your country? (01.1)**

Question

comments

en ▼

Questions concerning the professional's right to practice in the past are displayed in a separate section, which is collapsed by default. If you want to select a question from this section, expand it by clicking on the + sign in front of the section.

  **Questions concerning the professional's right to practice in the past**

You can add attachments and comments with other additional information.

### Attachments

Add attachment

Name	Added by	Added on	



Request overview Request management **Attachment**

Please note that when you attach a document to a request

**Document**

Name en

File  Browse... \*

Cancel Save

**Messages**

When entering free text please indicate the language you are using in the dropdown next to the text field. Available languages: dansk (da)

Add Message

Messages	User	Date
No comment.		

Once your request is saved as draft you can either edit it or send it to the other Member State. The request number is available in the top left corner.

Create Request

18455 eCommerce Request to take measures - Article 3(4)(B) Draft  
From Czech Republic - eCommerce authority CZ  
To Denmark - eCommerce authority DK



Next to several free text fields you will see small selection boxes with the language codes. Make sure that the selected codes in the boxes always correspond to the language in which you have entered your text! Note that the same applies to the comments and messages you may add later on to your request.



### III. REPLY to a request

In order to reply to a received request, you can click on the link in the e-mail received or you can see all the requests with an action to take in your **Action list**.



First you need to check the **due date** proposed by the requesting authority. If you cannot meet this deadline you should **propose a different due date** for the reply.

#### Indicative date for reply

The request was sent on 25/11/2013. It should be accepted within 7 days. If it is not accepted within 15 days, it will be automatically forwarded to the National IMI Coordinator.

Due date proposed by the Requesting Authority: 29/11/2013

Accept proposed due date:  Yes  
 No

Proposed due date for reply:

The personal data are not visible unless you accept the request.

#### Details of the health professional

**Profession** Spa therapist  
**First Name** \*\*\*\*\*  
**Surname** \*\*\*\*\*  
**Gender** \*\*\*\*\*  
**Nationality** Danish

Please note that in order to be able to send a reply to the requesting authority, you need to answer all the questions (in the 'answer' or 'answer comment' box). You are also advised to add attachment or comments especially if the request was not positively re-solved or was addressed only partially.

[Add attachment](#)

[Add Message](#)

#### i. FORWARD a request

If you are not responsible for the request and depending on the national structure, you may need to forward the request to the correct authority within your Member State. Use the appropriate buttons at the bottom of the page.



## ii. SPLIT a request

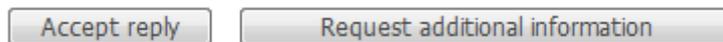
It can happen that your authority is responsible only for some of the questions in a request and you are unable to reply to all the questions. In this case you should **split the request** and send the other part to the correct authority in your country. As of that moment, the other competent authority will be responsible for the split part and you will not have access to that part anymore.

For more information please see [http://ec.europa.eu/internal\\_market/imi-net/docs/training/how\\_to\\_split\\_request\\_en.pdf](http://ec.europa.eu/internal_market/imi-net/docs/training/how_to_split_request_en.pdf).

## IV. CLOSURE of a request

When you receive a reply but you need additional information, you can request it via the button on the bottom.

Once you are satisfied with the reply of the responding authority, you need to close the request by clicking the '**Accept reply**' button.



## V. PRINTING REQUESTS

Via the button  you can print the details of the information exchange (?). For more information, please consult the training material about Reports in IMI [http://ec.europa.eu/internal\\_market/imi-net/docs/training/how\\_to\\_create\\_report\\_en.pdf](http://ec.europa.eu/internal_market/imi-net/docs/training/how_to_create_report_en.pdf).

## VI. MACHINE TRANSLATION

Information provided as free text can be translated via a machine translation service. For information about machine translation in IMI, please consult the following manual [http://ec.europa.eu/internal\\_market/imi-net/docs/training/machine\\_translation\\_en.pdf](http://ec.europa.eu/internal_market/imi-net/docs/training/machine_translation_en.pdf). Please refer to the 'Registers' part of the manual.

## VII. FOR MORE INFORMATION AND HELP

You can contact your National IMI Helpdesk

[http://ec.europa.eu/internal\\_market/imi-net/imi\\_helpdesks/index.html](http://ec.europa.eu/internal_market/imi-net/imi_helpdesks/index.html)

