



Patient Information Notice about the Electronic Cross - border Prescription Services for patients whose country of residence is Croatia

Purpose of the Patient Information Notice

This Patient Information Notice aims to inform the patients about the exchange of their data in cross-border settings and data protection practices that are in place in case that the dispensation of medicine takes place in a pharmacy of another European Country.

When seeking the dispensation of medicine in a pharmacy abroad, patient personal data will be handled in accordance with the infrastructure and laws of the country in which the medicine is being dispensed.

This information is intended for patients whose country of residence is Croatia.

Who can use this service?

Persons with a Croatian personal identification number can buy medicines prescribed to them electronically in Croatia in other European countries. The medicine must always be purchased at a pharmacy by the person named on the prescription. In order to be able to dispense the person's prescription data to pharmacies in other European countries, the person must give consent to this in advance via the Portal zdravlja (Health Portal). The Consent is accessible in the Croatian language, and covers all data held on the insured person within the Croatian Central Health Information System. The consent shall be valid until its revocation, which can be done via Health Portal. If you have prohibited the retrieval of your prescription from another EU Country, you will not be able to buy medicines in another European country with electronic prescriptions prescribed in Croatia. The persons in question themselves must claim reimbursement from the Croatian Health Insurance Fund for medical expenses incurred.

Buying medicines that have been prescribed electronically in Croatia will first be possible in Estonia. Later on, this will be possible in other European countries as well. For more information on where you can presently buy medicines prescribed with an electronic prescription issued in Croatia, check the list of countries.

What is eHealth Digital Service Infrastructure?

The eHealth Digital Service Infrastructure (eHDSI or eHealth DSI) enables secure and easy access to medical data for health care professionals involved in the treatment / dispensing medicines. This infrastructure provides the health care professionals with access to medical data for the residents of the EU, by electronic means - anytime and anywhere within the EU. This is done via a secure gateway provided by a National Contact Point for eHealth (further on in the text: NCPeH), designated by each country.

Your prescription data will be transmitted from the Croatian Central Health Information System (further on in the text: CEZIH) to the pharmacy in another European country via the national contact points. The Croatian Health insurance Fund provides the Croatian contact point. Each country is responsible for the operations of the national contact point in their own country. Your prescription data will be processed in accordance with the EU General Data Protection Regulation and national legislation in each country.

What data about you is processed?

The electronic prescription contains mainly the same information as a regular paper prescription: patient name and surname, identification number, date of birth, gender, country of insurance, physician's name and surname, identification number, address of the health institution prescribing the medicine, diagnosis and information about prescribed medicine.

For electronic prescriptions from Croatia the source of this information are electronic prescriptions prescribed by a general practitioner/gynaecologists, available for distribution via CEZIH as the national health information system, providing unequivocal consent has been given by the patient via eCitizens Portal, central national portal for access and use of electronic services.

The data transmitted from CEZIH via Croatian contact point to the pharmacy in another country includes: a list of valid prescriptions for dispensation prescribed to you, providing you have allowed retrieval from other EU countries, as well as detailed information about the drug prescription that you wish to buy. The list of prescriptions may also include medicines that

cannot be purchased with prescription in another European country. These medicines are, however, shown on the list so that the person dispensing the medicines can consider them when assessing the interaction and the safe use of the medicines. The pharmacy transmits the data on medicine dispensed via the national contact points to CEZIH, where the data is stored. Afterwards, the data on medicine dispensed shall be available in the same manner as the data on medicines dispensed in Croatia.

Read more about how your prescription data is being processed in the country of purchasing the medicine.

On what grounds is your data processed?

The eHDSI services will be available to you, upon your unequivocal consent, on the basis of several legal acts: Directive 2011/24/ EU of the European Parliament and of the Council of 9 March 2011 on the application of patients' rights in cross-border healthcare transposed to Compulsory Health Insurance Act, stipulating that the Croatian Health Insurance Fund implements compulsory Health Insurance. CHIF governs the agreements with compulsory health care service providers, including General terms and conditions of the agreements (General Terms of Contract for Primary Health Care Provision of Compulsory Health Insurance). Through amendments to the general conditions of agreements, CHIF has complied with the provisions of the General Data Protection Regulation (GDPR). CHIF contracted Health Care Providers are obliged to fully implement the provisions of protecting personal data that they encounter while providing health care services.

When receiving medicines abroad, your data will be stored in the country of treatment according to the EU General Data Protection Regulation, legislation and the operational practices of the pharmacies in the respective country.

For what purpose is your data processed?

Prescription data is only processed to dispense medicines. In some European countries, however, your data may under certain conditions be used for other purposes, which are regulated by law. Such purposes include, for example, compiling statistical data, monitoring and research to improve quality. The country that processes data for these secondary

purposes has undertaken to ensure that the data is protected adequately, for example by anonymising your data.

In Croatia, physicians prescribing prescriptions, CEZIH as the central national system, as well as NCPs involved in communication, have at their disposal mechanisms for recording the flow of information, as well as the possibility to subsequently access and reproduce messages in accordance with the privacy and security rules on patient data.

For additional information on the purpose of further processing according to the laws of Croatia as country of affiliation / treatment, see: General Terms of Contract for Primary Health Care Provision of Compulsory Health Insurance (published in the Official Gazette [160/13](#), [17/15](#), [129/17](#)) and for CHIF as operator of the national infrastructure, Ordinance on data privacy and the right of access to information is applied, posted on CHIF web page: [Pravilnik o tajnosti podataka i pravu na pristup informacijama Hrvatskog zavoda za zdravstveno osiguranje](#) – released on May 20th, 2013.

Who can process your data?

Your data can only be processed by authorised and verified healthcare professionals involved in your treatment and dispensing medicines, observing the confidentiality principles in the country of treatment. Data shall not be made available to unauthorised persons. Each country is responsible for ensuring that participating health care professionals (including physicians, nurses, pharmacists and other health care professionals relevant for cross-border medical data exchange) and healthcare providers in their territory have access to adequate information and training regarding their duties.

When the data is transferred to another EU country through eHDSI, each of the recipients of the data assumes responsibility for the processing of such data within their scope of data processing activities. The responsible parties are:

- The healthcare organisation where you receive your treatment
- The national contact point in Croatia,
- The NCPeH in the country to which the data is transferred,
- The pharmacy where you receive the prescribed medicine.

Where is your data stored and for how long?

Your data can be stored in the data systems of health institutions both in your country of residence and the country of treatment. Data may be stored only for as long as is necessary for the purposes for which it is being processed.

Data may be stored for longer periods only for the purpose of archiving, scientific or historical research, with specific measures for protecting privacy in place (such as data anonymisation).

Data retention periods in Croatia are as follows:

- according to the law related to the medical practice, physician or a responsible person in a health institution, a company or other legal entity performing a healthcare activity is obliged to keep the patient's outpatient treatment information ten years after the treatment is completed and after that deadline they are required to comply with the regulations on keeping the documentation.
- according to the Law on data and health information, medical records will be kept for ten years after the death of a natural person, and after the expiration of this deadline, the documentation is processed following the regulations on archives.

Your access rights

Your prescription data may be released to a pharmacy in another European country only if you have consented to this. Without your consent, your data will not be accessible in other European countries. Consent given is valid until further notice.

You have the right to withdraw the consent at any time via eGrađani (portal for electronic services) without affecting the lawfulness of processing based on the consent given before its withdrawal. You may withdraw your consent at any time, should you wish to do so. If you have withdrawn your consent, you can give new consent later.

You have the right to lodge a complaint related to the processing of your data with a supervisory authority, either in your country of residence or the country of treatment, depending on the factual situation.

Seeking reimbursement of cost from Croatian Health insurance Fund (CHIF)

If you purchase a medicine in another EU country on the basis of an electronic prescription, you have the right to file a written request to the CHIF to reimburse the cost of medication.

An application can be submitted at the latest within three years from the day the medicine was purchased, and it is necessary to submit a bill for the purchased medicine.

In the case of a positive decision of your request, you are entitled to reimbursement of the costs in the amount that the CHIF would pay for the mentioned medication in the Republic of Croatia for the prescription in the CHIF contracted pharmacy, to the amount determined for the medication most similar in form and packaging included in the CHIF list of medicinal products, under the unprotected name, which has the lowest price. "

How to give consent?

Access the Health Portal on <https://portal.zdravlje.hr>. It is necessary to authenticate with security level 3 or 4 credentials. List of accepted credentials: <https://gov.hr/e-gradjani/lista-prihvacenih-vjerodajnica/1667>. The Health Portal interface features the following option:

- I allow/disallow the retrieval of my ePrescriptions from other EU countries.

The predefined answer is that the patient does not allow the above option.

Contact information

In the context of personal data protection related to cross-border electronic prescription services, Data Controller and Data Processor is CHIF. Contact: <https://www.hzzo.hr/kontaktirajte-nas/>.

Data Protection Officer is appointed by the Director of the CHIF, zastita.podataka@hzzo.hr

Croatian Personal Data Protection Agency is the supervisory authority, under the General Data Protection Regulation and the Law on the Implementation of the Data Protection. Contact <https://azop.hr/data-protection-agency>.

Customer Support for patients for Health Care Information in the Member State, on all major aspects of cross-border healthcare. Contact: + 385 1 644 90 90 (working hours Monday to Friday, 8 am to 4 pm) or mail ncp-croatia@hzzo.hr.

Customer Support to Health Care providers and Software Producers. Contact telephone + 385 72 11 22 33 (working hours Monday to Friday, 7 am to 8 pm and Saturday from 7 am to 3 pm) or mail helpdesk@hzzo.hr.

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