

Consultations

Definitions

Updated: September 2021

Doctor consultations (in all settings)	<p>Average number of consultations/visits with a physician per person per year.</p> <p><u>Inclusion</u></p> <ul style="list-style-type: none">- consultations/visits both to generalist and specialist medical practitioners- consultations/visits at the physician's office- consultations/visits in the patient's home- consultations/visits in outpatient departments in hospital and ambulatory health care centres <p><u>Exclusion</u></p> <ul style="list-style-type: none">- telephone and email contacts- visits for prescribed laboratory tests- visits to perform prescribed and scheduled treatment procedures, e.g. injections, physiotherapy etc.- visits to dentists- visits to nurses- consultations during an inpatient stay or a day care treatment <p>Note: If the source is administrative data, the rate should be calculated based on the average annual population.</p>
Dentist consultations (in all settings)	<p>Average number of consultations/visits with a dentist per person per year.</p> <p><u>Inclusion</u></p> <ul style="list-style-type: none">- Consultations/visits with an orthodontist- Consultations/visits with a stomatologist/dental surgeon- consultations/visits at the dentist's office- consultations/visits in the patient's home- consultations/visits in outpatient departments in hospital and ambulatory health care centres <p><u>Exclusion</u></p> <ul style="list-style-type: none">- telephone and email contacts- visits for prescribed laboratory tests- consultations during an inpatient stay or a day care treatment <p>Note: If the source is administrative data, the rate should be calculated based on the average annual population.</p>

<p>Outpatient consultations with doctors in hospital</p> <p>This data collection was discontinued in 2015 (reference year 2013)</p>	<p>Number of consultations/visits with doctors in hospital (HP.1) for patients not formally admitted.</p> <p>Inclusion</p> <ul style="list-style-type: none"> - Consultations/visits of patients at the physician's office in a hospital (outpatient departments) <p>Exclusion</p> <ul style="list-style-type: none"> - Consultations/visits in the patient's home - Telephone contacts - Liaison visits or discharge planning visits during a patient stay in hospital
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Country specific notes

[Belgium](#), [Bulgaria](#), [Czechia](#), [Denmark](#), [Germany](#), [Estonia](#), [Ireland](#), [Greece](#), [Spain](#), [France](#), [Croatia](#), [Italy](#), [Cyprus](#), [Latvia](#), [Lithuania](#), [Luxembourg](#), [Hungary](#), [Malta](#), [Netherlands](#), [Austria](#), [Poland](#), [Portugal](#), [Romania](#), [Slovenia](#), [Slovakia](#), [Finland](#), [Sweden](#), [Iceland](#), [Liechtenstein](#), [Norway](#), [Switzerland](#), [Montenegro](#), [North Macedonia](#), [Albania](#), [Serbia](#), [Turkey](#), [United Kingdom](#)

Belgium

Doctor consultations (in all settings)

Source of data: **INAMI**, Institut National d'Assurance Maladie-Invalidité, données comptables (National Institute for Health Insurance.)

Coverage:

- This number includes advice, patient's visit to physician's office (general practitioners and specialists), physician's visit to patient's home and medical assistance during urgent transfer to a hospital (in an ambulance).
- Day patient cases are not included.
- The number refers to the number of contacts with patients who are not self-employed divided by the population of people who are not self-employed.

Note: In 2017, the data have been revised since 2006.

Dentist consultations (in all settings)

Source of data: **INAMI**, Institut National d'Assurance Maladie-Invalidité, données comptables (National Institute for Health Insurance).

Break in time series: 2018.

- In 2018, the number of unique trios "patient-care giver-date of care" has been counted. This is the best available approximation for the number of consultations. The used method respects all the requested inclusions and exclusions with one exception: it is not possible to exclude treatment during day care treatment. Another limitation: if the same patient has two contacts with the same dentist during the same day, it will only be counted once. This is because, unlike the situation with MDs, there is no specific nomenclature code indicating a consultation with a dentist, only the various treatments performed.

Outpatient consultations with doctors in hospital

Data collection discontinued in 2015 (reference year 2013)

Data not available.

Bulgaria

Doctor consultations (in all settings)

Source of data: National Centre for Public Health and Analyses at the Ministry of Health

Coverage: Consultation/visits both to generalist and specialist medical practitioners, at the physician's office, in the patient's home and in outpatient departments in hospital are covered. The rate is calculated based on the average annual population.

Dentist consultations (in all settings)

Source of data: National Centre for Public Health and Analyses at the Ministry of Health

Coverage: Consultation/visits with an orthodontist and dental surgeon, in the dentist's office, in the patient's home and in outpatient departments in hospital are covered. The rate is calculated based on the average annual population.

Outpatient consultations with doctors in hospital

Data collection discontinued in 2015 (reference year 2013)

Data not available.

Czechia

Doctor consultations (in all settings)

Source of data: **Institute of Health Information and Statistics of the Czech Republic. National Registry of Reimbursed Health Services (NRRHS).**

Coverage:

- Data on outpatient consultations include all examinations/treatments provided by physicians (both GP's and specialists) in ambulatory health establishments and in ambulatory wards of inpatient health establishments.

- Included are: home visits and visits to social care establishments, preventive visits.

- Data of National Registry of Reimbursed Health Services (NRRHS) are available since 2010; application of all exclusion criteria is possible in these detailed data.

Dentist consultations (in all settings)

Source of data: **Institute of Health Information and Statistics of the Czech Republic. National Registry of Reimbursed Health Services (NRRHS).**

Coverage:

- Data cover all stomatologist consultations in ambulatory health establishments and in ambulatory wards of inpatient health establishments.

- Data of National Registry of Reimbursed Health Services (NRRHS) are available since 2010; application of all exclusion criteria is possible in these detailed data.

Outpatient consultations with doctors in hospital

Data collection discontinued in 2015 (reference year 2013)

Source of data: Institute of Health Information and Statistics of the Czech Republic, National Health Information System (survey on activity of health establishment in outpatient care).

Coverage: Data on outpatient consultations encompasses all examinations/treatments provided by physicians (both GP's, dentists and specialists) in ambulatory departments of hospitals and specialised therapeutic institutes (excluding balneologic institutes and convalescence homes for children).

Denmark

Doctor consultations (in all settings)

Source of data: **National Board of Health**, The National Health Insurance Service Registry.

Coverage:

- Number of visits at the physician's office or visits made to the patient's home. E-mail or telephone contacts are excluded.

- All figures from 1990 onwards were revised in 2011. In 2021 all data from 2013 and onwards were updated. The data for 2020 is provisional data as the National Health Insurance Service Registry is not yet updated and thus the month of December is not included in the numbers.

Dentist consultations (in all settings)

Source of data: **National Board of Health**, The National Health Insurance Service Registry.

Coverage:

- Number of dental consultations per person aged 18 years old and over.
- Note that all the values from 2000 onwards have been changed in 2010 due to corrections from the data provider.

Outpatient consultations with doctors in hospital

Data collection discontinued in 2015 (reference year 2013)

Data not available.

Germany

Doctor consultations (in all settings)

Source of data: **Federal Ministry of Health**, KG 3-Statistics 2019 (statutory health insurance: accounts for practitioner and dental treatment, measures for the preventive examination/recognition of diseases, prenatal examinations) and KM 6-Statistics 2019 (statutory health insurance: insured persons); Bundesministerium für Gesundheit 2020, Ergebnisse der KG 3-Statistik 2019 (gesetzliche Krankenversicherung: Abrechnungsfälle ärztlicher und zahnärztlicher Behandlung, Maßnahmen zur Früherkennung von Krankheiten, Mutterschaftsvorsorgefälle) und Ergebnisse der KM 6-Statistik 2019 (gesetzliche Krankenversicherung: Versicherte); special calculation by the Federal Statistical Office on base of data from the Federal Ministry of Health.

- See information at <http://www.gbe-bund.de> or <http://www.bmg.bund.de>.

Coverage:

- Included are medical services like outpatient remedial medical treatments or specialist outpatient palliative care, integrated care (outpatient medical treatment) and measures for the early recognition of illnesses (without dental early recognition).

Deviation from the definition:

- Consultations with doctors represent only the number of cases of physician treatments according to reimbursement regulations under the Social Health Insurance Scheme. One case of treatment only counts the first contact in three months even if the patient consults his doctor more often.
- A substantial under-reporting has to be assumed.

Additional information:

- In the BARMER GEK physician report 2010 (successor product of the GEK-report on ambulatory care), data on a study on doctors' consultations were published. For the survey, Barmer GEK (a compulsory German health insurance fund) has analysed ambulatory data of 1.7 million insured persons of the former Gmünder Ersatzkassen (GEK) for the years 2004 to 2008 and extrapolated these figures for the total population. Information on calendar days on which physicians provided individual services to individual patients form the basis for the analysis on doctors' consultations for the years 2004 to 2007. Doctor's consultations per inhabitant:

2004: 16.4
2005: 16.9
2006: 17.1
2007: 17.7

- With the newly established accounting allowances for the ambulatory medical care in 2008, direct counting is no longer possible. The current procedure for the calculation of doctor consultations leads to incomplete results which cannot be compared with the prior year results. However, the study assumes that the practising physicians invoiced on the average 7.5 cases of treatment per insured person. If one takes into account that previously 2.5 consultations per case of treatment have been registered, you get a number of 18.1 doctor consultations per inhabitant for the year 2008. Corresponding analyses on dental and dentosurgical treatments are not available.

Dentist consultations (in all settings)

Source of data: **Federal Ministry of Health**, KG 3-Statistics 2019 (statutory health insurance: accounts for practitioner and dental treatment, measures for the preventive examination/recognition of diseases, prenatal examinations) and KM 6-Statistics 2019 (statutory health insurance: insured persons); Bundesministerium für Gesundheit 2020, *Ergebnisse der KG 3-Statistik 2019 (gesetzliche Krankenversicherung: Abrechnungsfälle ärztlicher und zahnärztlicher Behandlung, Maßnahmen zur Früherkennung von Krankheiten, Mutterschaftsvorsorgefälle)* und *Ergebnisse der KM 6-Statistik 2019 (gesetzliche Krankenversicherung: Versicherte)*; special calculation by the Federal Statistical Office on base of data from the Federal Ministry of Health.

- See information at <http://www.gbe-bund.de> or <http://www.bmg.bund.de>.

Coverage:

- Included are dental services like conservative surgical services, orthodontic treatment and surgery, dentures, paradentosis treatment, early recognition for children, cases of compensation for dental visits among others in inpatient nursing care facilities according to § 87 Abs. 2i and 2j SGB V and integrated care (dental treatment and denture).

Deviation from the definition:

- Consultations with dentists represent only the number of cases of dental treatments according to reimbursement regulations under the Social Health Insurance Scheme. One case of treatment only counts the first contact in three months even if the patient consults his dentist more often.

- A substantial under-reporting has to be assumed.

Outpatient consultations with doctors in hospital

Data collection discontinued in 2015 (reference year 2013)

Data not available.

Estonia

Doctor consultations (in all settings)

Source of data:

- 1970-1989: **Statistics Estonia**, Annual statistical report of health care providers (<http://www.stat.ee/en>), amended by the National Institute for Health Development, based on annual health and health care statistical publications of this period published by the Ministry of Health.

- 1990 onwards: **National Institute for Health Development**, Annual statistical report of health care providers. See at:

https://statistika.tai.ee/pxweb/en/Andmebaas/Andmebaas_03Tervishoiuteenused_01Vastuvotud/?tablelist=true.

- Data for 2000-2012 updated on the basis of revised population figures.

Coverage:

- Doctors' consultations include specialist and family physician out-patient receptions and home visits. All types of health care providers are covered, private providers included. Military forces included from 2010.
 - Data do not include specialist, family physician and nurse telephone consultations and nurse out-patient reception and home visits.
 - Doctors' consultations do not include dentist out-patient receptions, home visits or telephone consultations.
- Estimation method: For 1970-1989, published number of consultations includes dentist consultations (<http://www.stat.ee/en>). Using available partial data and published annual rates of dentist consultations per person per year, the gaps were filled and new rates per person calculated.
- Break in time series:
- 1989: change in calculation method, home visits (annual rate 0.7-0.8) not included.
 - 1991: system changed, Estonian independence was restored.

Dentist consultations (in all settings)

Source of data:

- 1970-1989: **Statistics Estonia**, Annual statistical report of health care providers (<http://www.stat.ee/en>), amended by the National Institute for Health Development, based on annual health and health care statistical publications of this period published by the Ministry of Health.
- 1990 onwards: **National Institute for Health Development**, Annual statistical report of health care providers. See at: https://statistika.tai.ee/pxweb/en/Andmebaas/Andmebaas_03Tervishoiuteenused_01Vastuvotud/?tablelist=true.
- Data for 2000-2012 updated on the basis of revised population figures.

Coverage:

- Dentist's consultations include dentist out-patient reception and home visits.
- Dentist's consultations do not include telephone consultations.

Outpatient consultations with doctors in hospital

Data collection discontinued in 2015 (reference year 2013)

Source of data: Ministry of Social Affairs, Department of Health Information and Analysis, routinely collected aggregate hospital statistics.

- Since 1st January 2008 National Institute for Health Development, Department of Health Statistics. See at: www.tai.ee/tstua.

Reference period: Calendar year.

Coverage: Data are collected with annual reports of all public and private health care providers. All providers are covered.

From 2013, nursing care hospitals are excluded from HP.1 (in 2013 outpatient consultations in nursing care hospitals accounted for 0,6% from all outpatient consultations made in hospitals).

Ireland

Doctor consultations (in all settings)

Source of data:

- From 2015: **Annual Healthy Ireland Survey**, commissioned by the Department of Health as part of the Healthy Ireland initiative.

- 2010: **Quarterly National Household Survey** (Labour Force survey) Health Module, **Central Statistics Office**.

Coverage:

From 2015:

- Data refers to the average number of consultations visits with a general practitioner or medical or surgical consultant per person per year and is estimated from data collected in the annual Healthy Ireland survey. The estimate is calculated by grossing the number of consultations in the last 4 weeks to an average annual estimate.

- Consultations by phone are included in this survey.

- Data refer to population aged 15 years old and over.

-For data 2017-2019, the data for the medical or surgical consultant component was estimated using information from the Healthy Ireland 2016 survey as this information was not available from the year 2017-2019. An adjustment was made to account for population increase over the period using population estimates from the Central Statistics Office.

Pre 2010:

- Data refer to the number of times during the past 12 months a person had consulted a General Practitioner or had visited a medical or surgical specialist as an out-patient in relation to their own health. Consultation with a GP includes those in a GP's practice, at patient's home or by telephone (excluding phone calls for test results). Visits to psychiatry and antenatal clinics are included as outpatients.

- Data refer to adults aged 18 years old and over.

Dentist consultations (in all settings)

Source of data:

From 2017: Healthy Ireland Survey, Department of Health.

Pre 2017: **Quarterly National Household Survey** (Labour Force Survey) Health Module, **Central Statistics Office**.

Coverage:

- From 2017 data refers to population aged 15 years and older. The questions used were EHIS questions.

- Pre 2017: Data refer to adults aged 18 years old and over.

- Pre 2017: Data refer to the number of times during the past 12 months a person has consulted a dentist. Consultation with a dentist includes orthodontist and other dental care specialist (hygienist) visits.

Outpatient consultations with doctors in hospital

Data collection discontinued in 2015 (reference year 2013)

Source of data: Health Service Executive.

Coverage: Data refers to consultant-led outpatient services in public acute hospitals, both new and return attendances. Within these figures there may be clinics delivered by nurses or other multidisciplinary staff as part of that consultant's team.

Greece

Doctor consultations (in all settings)

Source of data:

- Until 2006: **Social Insurance Institute**, Annual Statistical Report.

- From 2017 onwards: **ELSTAT, Ministry of Health, National Organization for the Provision of Healthcare Services (EOPYY)**.

Coverage:

Until 2006

- Half of the workers and employees in Greece.

- Annual periodicity.

- The figures represent the mean number of visits to doctors working in/contracted with the Social Insurance Institute. - Visits performed by privately practising doctors who are paid directly by a household budget are excluded.

Since 2017

- Annual periodicity.

- The figures represent the mean number of visits to doctors working in/contracted with the National Organization for the Provision of Healthcare Services (EOPYY) and the number of visits in outpatient departments in public hospital and public ambulatory health care centers.

Dentist consultations (in all settings)

Data not available.

Outpatient consultations with doctors in hospital

Data collection discontinued in 2015 (reference year 2013)

Data not available.

Spain

Doctor consultations (in all settings)

Source of data: **Ministerio de Sanidad (Ministry of Health)** and **Instituto Nacional de Estadística - INE (National Statistics Institute)**.

- Encuesta Nacional de Salud (National Health Survey), 1987-2006, 2011 and 2017.

<https://www.mscbs.gob.es/estadEstudios/estadisticas/encuestaNacional/home.htm>.

- Encuesta Europea de Salud en España (European Health Interview Survey (EHIS), 2009, 2014, 2020.

<http://www.ine.es>

<http://www.msssi.gob.es/estadEstudios/estadisticas/EncuestaEuropea/home.htm>.

Coverage:

- Population 0+ except for 2009 data, where population was aged 16 years and over.

- **National Health Survey 2017, European Health Survey in Spain, 2009, 2014**. The question includes telephone, home and office visits: "When was the last time you consulted a GP or family doctor on your own behalf?" If the answer is "Within the last 4 weeks", then "How many times have you consulted a GP or family doctor in the last 4 weeks?". The same 2 questions were asked for specialists (including visits to outpatient and emergency departments, but not contacts while in hospital as an inpatient).

- **National Health Survey 2006, 2011**. Question: "When was the last time you consulted a doctor (personally or by telephone) on your own behalf for any problem, discomfort or illness? (Dentists, diagnostic procedures and consultations while in hospital as an inpatient are not included)". Those who answer "Less than 4 weeks" move on to the next two questions where they answer the number of times they consulted a) a GP or family doctor or b) a specialist.

- **National Health Survey 1987, 1993, 1995, 1997, 2001, 2003**. Question: "Have you consulted a doctor for any problem, discomfort or illness in the last two weeks?" If the answer is affirmative, "How many times did you see the doctor?"

Estimation method:

- Average number of consultations in one year per person.
- Weighted results.
- Figures computed exclude missing values.
- From 2003, probabilistic sample.

Break in time series: 2009.

Note: The 2020 Health interview survey was carried out from July 2019 to July 2020, so the decrease in 2020 data compared with previous years may be explained by the pandemic period.

Dentist consultations (in all settings)

Source of data: **Ministerio de Sanidad (Ministry of Health), Consumo y Bienestar Social** (Ministry of Health, Consumer Affairs and Social Welfare) and **Instituto Nacional de Estadística - INE** (National Statistics Institute).

- Encuesta Nacional de Salud (National Health Survey), 1987-2006, 2011 and 2017.

<https://www.mscbs.gob.es/estadEstudios/estadisticas/encuestaNacional/home.htm>.

- Encuesta Europea de Salud en España (European Health Interview Survey (EHIS), 2009, 2020.

<http://www.ine.es>,

<http://www.mssi.gob.es/estadEstudios/estadisticas/EncuestaEuropea/home.htm>.

Coverage:

- **Numerator:** Number of visits to the dentist in the **3 months x 4**.
- **Denominator:** Total population aged **15** and over.
- **National Health Survey, 2017, European Health Survey in Spain, 2014, 2009.** Question: **When was the last time you visited** a dentist, stomatologist or dental hygienist for a check-up, advice or treatment for tooth or mouth problems?" Those who answer "Within the last 3 months" move on to the next question where they answer the number of times in the last 3 months.
- **National Health Survey (up to 2006 and 2011):** "During the last three months, have you visited a dentist for a check-up, advice or treatment for tooth or mouth problems?", "If the answer is affirmative, how many times have you visited the dentist?"

Estimation method:

- Average number of consultations in one year per person.
- Figures computed exclude missing values.
- Since 2003, probabilistic sample.

Break in time series: 2009, 2011.

Note: The 2020 Health interview survey was carried out from July 2019 to July 2020, so the decrease in 2020 data compared with previous years may be explained by the pandemic period.

Outpatient consultations with doctors in hospital

Data collection discontinued in 2015 (reference year 2013)

Source of data:

- Up to 2009: Ministerio de Sanidad, Servicios Sociales e Igualdad. "Estadística de Centros Sanitarios de Atención Especializada"
- Since 2010: Ministry of Health, Social Services and Equity (Ministerio de Sanidad Servicios Sociales e Igualdad) from Specialised Care Information System (Sistema de Información de Atención Especializada - SIAE).

Coverage: All hospitals, public and private, are included.

France

Doctor consultations (in all settings)

Source of data: Data are compiled from the following three sources:

1) Activity of self-employed physicians, from the **SNIR database (Système national inter-régimes) managed by CNAMTS**. <http://www.ameli.fr/l-assurance-maladie/statistiques-et-publications/donnees-statistiques/professionnels-de-sante-liberaux/donnees-geographiques/activite-prescriptions-des-medecins.php>.

2) External consultations of physicians from all hospitals extracted from the **SAE file** (Statistique annuelle des établissements de santé/Annual statistics of health institutions) **managed by Drees** (Direction de la recherche, des études, de l'évaluation et des statistiques) from the Ministère du Travail, de l'Emploi et de la Santé (Secteur Santé). <https://www.sae-diffusion.sante.gouv.fr/sae-diffusion/accueil.htm>.

Coverage:

- Institutions included irrespective of their legal status, categories, financing (e.g. private financing contributing to public hospital services) or size.
- Data include external consultations with midwives.

3) Data revised annually from the **INSEE (Institut national de la Statistique et des Etudes économiques)** census.

Coverage:

- France (Metropolitan and D.O.M, i.e. overseas territory).
- Total number of consultations and visits carried out by self-employed and salaried practitioners, generalists and specialists, applied to the average French population for the year considered.
- The SNIR is an information system put in place by the Caisse Nationale d'Assurance Maladie des Travailleurs Salariés (CNAMTS) since 1977. This system allows for the gathering and incorporation of information on the activity of professions related to health into the national plan, which gives rights to reimbursement by the health insurance, maternity, and accident at work offices.

Break in time series:

- Break in 2013: the SAE file was renewed: only the consultations for curative care are taken into account but no more rehabilitative, long term or psychiatric care.
- Break in 2001 due to the inclusion of hospital consultations. Before 2001, only ambulatory care consultations were taken into account.
- Break in 2000 due to the change of coverage, from Metropolitan France to Metropolitan France + D.O.M. (i.e. overseas territory).

Dentist consultations (in all settings)

Source of data: Data are compiled from the following three sources:

1) Activity of other self-employed health professionals (self-employed dental surgeons/dentists), from the **SNIR database (Système national inter-régimes) managed by CNAMTS**. <http://www.ameli.fr/l-assurance-maladie/statistiques-et-publications/donnees-statistiques/professionnels-de-sante-liberaux/donnees-geographiques/activite-prescriptions-des-autres-ps-des-labos.php>.

Coverage: Total number of acts (consultations, visits, dental surgery, preventive care, prostheses) carried out by all independent dental surgeons as of December 31 of each year, applied to the average French population for the year considered.

- For the 2021 update, the series was revised from 2013 to eliminate double counting compared to the definition provided in the metadata.

2) External consultations of dentists from all hospitals extracted from the **SAE file** (Statistique annuelle des établissements de santé/Annual statistics of health institutions) **managed by Drees** (Direction de la recherche, des études, de l'évaluation et des statistiques) from the Ministère du Travail, de l'Emploi et de la Santé (Secteur Santé).

<https://www.sae-diffusion.sante.gouv.fr/sae-diffusion/accueil.htm>.

Coverage: Institutions included irrespective of their legal status, categories, financing (e.g. private financing contributing to public hospital services) or size.

3) Data revised annually from the **INSEE (Institut national de la Statistique et des Etudes économiques)** census.

Break in time series:

- Break in 2000 due to the change of coverage, from Metropolitan France to Metropolitan France + D.O.M. (i.e. overseas territory).

- Break in 2001 due to the inclusion of hospital consultations. Before 2001, only ambulatory care consultations were taken into account. However, the share of dentist consultations performed in hospitals in the total number of consultations is so low that it does not affect the updated series.

- Break in 2013: For the 2021 update, the series was revised from 2013 to eliminate double counting.

Outpatient consultations with doctors in hospital

Data collection discontinued in 2015 (reference year 2013)

Source of data: External consultations of physicians from all hospitals extracted from the SAE file (Statistique annuelle des établissements de santé/Annual statistics of health institutions) managed by Drees (Direction de la recherche, des études, de l'évaluation et des statistiques) from the Ministère du Travail, de l'Emploi et de la Santé (Secteur Santé). <https://www.sae-diffusion.sante.gouv.fr/sae-diffusion/recherche.htm>

The data include external consultations with midwives.

Break in series in 2013: the SAE file was renewed: only the consultations for curative care are taken into account but no more rehabilitative, long terms or psychiatric care.

Coverage:

- Institutions included irrespective of their legal status, categories, financing (e.g. private financing contributing to public hospital services) or size.

- External consultations of physicians in all hospitals are included.

- External consultations of midwives are also included because midwives are considered as medical staff.

Croatia

Doctor consultations (in all settings)

Source of data: **Croatian Institute of Public Health**, Databases on Primary Health Care and Outpatient Specialist Health Care

Coverage: Covers all public and private institutions and practices in primary health care and outpatient specialist care

Dentist consultations (in all settings)

Source of data: **Croatian Institute of Public Health**, Database on Primary Health Care – dental medicine

Coverage: Covers all public and private institutions and practices of dental medicine

Outpatient consultations with doctors in hospital

Data collection discontinued in 2015 (reference year 2013)

Source of data: Croatian National Institute of Public Health, Database on Outpatient Specialist Health Care

Coverage: Covers all public and private institutions and practices in outpatient specialist care.

Data for 2012 and 2013 are estimations: data for 2013 is estimated from the total number of outpatient consultations in specialists' offices, while data for 2012 is estimated from data for 2011 and 2013.

Italy

Doctor consultations (in all settings)

Until 2013:

Source of data: **ISTAT**, Istituto Nazionale di Statistica (National Institute of Statistics). Italian health interview survey "Health conditions and recourse to health services".

Coverage: Sample survey.

- Data refer to doctor consultations self-reported by the patients.

Deviation from the definition: it is not possible to exclude visits for prescribed laboratory tests and visits to perform prescribed and scheduled treatment procedures, e.g. injections, physiotherapy, etc.

Since 2014:

The total of visits is the sum of visits to general practitioners, visits to family paediatricians, visits to specialists in the National Health System, visits to specialists paid by patients (out of pocket). The average number of consultations/visits with a physician per person per year is calculated dividing the total of visits by the resident population (annual average).

1/ VISITS TO GENERAL PRACTITIONERS

Source of data: **Società Italiana Medicina Generale (SIMG)**, Health Search (database on patients of GP's). <https://www.healthsearch.it/>

Coverage: the data source contains information on more than 1 million patients. Data on patients is recorded in the database by about 1,000 GP's (selected on voluntary basis).

2/ VISITS TO FAMILY PAEDIATRICIANS

Estimation method: Data is estimated under the hypothesis of an annual average number of contacts for children aged less than 14 years equal to 3 (value obtained from the GP's Health Search database for younger patients).

3/ VISITS TO SPECIALISTS IN THE NATIONAL HEALTH SYSTEM

Source of data: **Ministry of Economy**, Sistema Tessera Sanitaria (administrative data on outpatient services - doctor consultations, surgery, lab tests, diagnostic tests - provided by the NHS).

<https://sistemats1.sanita.finanze.it/portale/>.

Coverage: Visits to specialists in the NHS (out of pocket visits are excluded).

Deviation from the definition: it is not possible to exclude visits for prescribed laboratory tests and visits to perform prescribed and scheduled treatment procedures, e.g. injections, physiotherapy, etc.

4/ VISITS TO SPECIALISTS OUTSIDE THE NATIONAL HEALTH SYSTEM PAID BY PATIENTS (out of pocket)

Source of data: **Istat**, Household Budget Survey (sample survey

<https://www.istat.it/it/archivio/71980>) and Monthly Survey of Consumer Prices (sample survey

<https://www.istat.it/it/archivio/252466>).

Estimation method: the number of out of pocket visits is estimated by dividing the annual expenditure of households for out-of-pocket visits to specialists by the average price of specialist visits. Expenditure and average prices are by geographical area.

Dentist consultations (in all settings)

Until 2013:

Source of data: **ISTAT**, Istituto Nazionale di Statistica (National Institute of Statistics). Italian health interview survey "Health conditions and recourse to health services".

Coverage: Sample survey.

- Data refer to dentist consultations self-reported by the patients.

Since 2014:

The total of visits is the sum of visits to dentists in the National Health System and visits to dentists paid by patients (out of pocket). The average number of consultations/visits with a dentist per person per year is calculated dividing the total of visits by the resident population (annual average).

1/ VISITS TO DENTISTS IN THE NATIONAL HEALTH SYSTEM

Source of data: **Ministry of Economy**, Sistema Tessera Sanitaria (administrative data on outpatient services - doctor consultations, surgery, lab tests, diagnostic tests - provided by the NHS).

<https://sistemats1.sanita.finanze.it/portale/>

Coverage: Visits to specialists in the NHS (out of pocket visits are excluded).

Deviation from the definition: it is not possible to exclude visits for prescribed laboratory tests and visits to perform prescribed and scheduled treatment procedures, e.g. injections, physiotherapy, etc.

2/ VISITS TO DENTISTS OUTSIDE THE NATIONAL HEALTH SYSTEM PAID BY PATIENTS (out of pocket)

Source of data: **Istat**, Household Budget Survey (sample survey

<https://www.istat.it/it/archivio/71980>) and Monthly Survey of Consumer Prices (sample survey

<https://www.istat.it/it/archivio/252466>).

Estimation method: the number of out of pocket visits is estimated by dividing the annual expenditure of households for out-of-pocket visits to dentists by the average price of dentist visits. Expenditure and average prices are by geographical area.

Outpatient consultations with doctors in hospital

Data collection discontinued in 2015 (reference year 2013)

Data not available.

Cyprus

Doctor consultations (in all settings)

Source of data: The annual reports "Health and Hospital Statistics" and the "Demographic Report" both published by CYSTAT. The mid-year *de jure* population has been used.

Coverage: Attendances at general, rural and special hospitals and health centres of the public sector only.

Deviation from the definition: Public sector only, visits at the physician's office only. Consultations with maxillofacial surgeons are included. The number of doctor consultations include those of non-residents, i.e. tourists using health care in Cyprus, persons living in the Non-Government controlled area but visiting the Republic of Cyprus for medical care, etc. However, in order to calculate the consultations per capita, the mid-year population is applied, comprising all the persons who have their usual residence in Cyprus.

2019: The total number of doctor consultations is not available for 2019. In 2019, the General Health Care Scheme (GHS) has been partially introduced in Cyprus. Specifically, from 1st June 2019 the primary health care is included under the GHS. Due to the fact that severe errors such as double-counting and differences in the reference populations, it is not feasible to combine all the available data from the hospitals of the public sector and the institutions under the GHS in order to calculate the average number of consultations per person per year.

Dentist consultations (in all settings)

Source of data: The annual reports “Health and Hospital Statistics” and the “Demographic Report” both published by CYSTAT. The mid-year *de jure* population has been used.

Coverage: Public Sector only.

Deviation from the definition: Public sector only, visits at the office only. Consultations with maxillofacial surgeons are excluded. The number of consultations include those of non-residents, i.e. tourists using health care in Cyprus, persons living in the Non-Government controlled area but visiting the Republic of Cyprus for medical care, etc. However, in order to calculate the consultations per capita, the mid-year population is applied, comprising all the persons who have their usual residence in Cyprus.

Estimation method: Not applicable

Break in time series: Not applicable

Outpatient consultations with doctors in hospital

Data collection discontinued in 2015 (reference year 2013)

Source of data: The annual reports “Health and Hospital Statistics” published by CYSTAT.

Reference period: The reference year.

Note: From 2002 onwards, the number of consultations under the speciality of “maxillofacial surgery” in the Public sector has been considered as outpatient consultations with doctors in hospital (from 2006 onwards, these consultations are under the Public Health Services and not the Dental Services).

Break in time series: From 2009 onwards, the outpatient visits to the outpatient departments of the “old” general hospitals are considered as health centres, hence the visits corresponding to these institutions have been excluded from hospitals.

Latvia

Doctor consultations (in all settings)

Source of data: **Centre for Disease Prevention and Control.**

Coverage:

- The number of outpatient contacts excludes calls for ambulance as they form a separate group of health care services in Latvia.
- Doctor consultations (number per capita) from 2001 to 2011 have been recalculated according to the revised population data after 2011 Census.

Dentist consultations (in all settings)

Source of data: **Centre for Disease Prevention and Control**, State Statistical Report.

Outpatient consultations with doctors in hospital

Data collection discontinued in 2015 (reference year 2013)

Source of data: Centre for Disease Prevention and Control (former the Centre of Health Economics).

Reference period: data as of 31 December

Estimation method: number of out-patient consultations at hospital's out-patient department.

Break in time series:

It is difficult to estimate whether the increase in out-patient consultations in hospitals in 2007 (7.7%) or decrease in 2009 (-6.0%) is caused by the health policy reasons. In this case some influence may come from the private insurance system. In 2006-2008 private insurance was mainly formed by the employer health insurance contributions made by the largest enterprises and State bodies to take care of their employees. In 2009, as a result of the crisis, a drop was observed in the insurance market, because State institutions cancelled or did not keep insurance contributions.

Lithuania

Doctor consultations (in all settings)

Source of data:

- From 2006: **HI HIC** data from annual reports and Compulsory Health Insurance Database. Report "Health Statistics of Lithuania", available from <http://www.hi.lt/health-statistic-of-lithuania.html>.

- Up to 2005: **LHIC** annual report data.

Coverage: All health care institutions should report, but quality and coverage of private health care institutions, especially having no contract with Compulsory Health Insurance Fund, reporting is not complete.

Dentist consultations (in all settings)

Source of data:

- From 2006: **HI HIC** data from annual reports and Compulsory Health Insurance Database. Report "Health Statistics of Lithuania", available from <http://www.hi.lt/health-statistic-of-lithuania.html>.

- Up to 2005: **LHIC** annual report data.

Coverage: All health care institutions should report, but quality and coverage of private health care institutions, especially having no contract with Compulsory Health Insurance Fund, reporting is not complete.

Outpatient consultations with doctors in hospital

Data collection discontinued in 2015 (reference year 2013)

Source of data: Lithuanian Health Information Centre, since 2010: Health Information Centre of Institute of Hygiene; Annual hospital report data and data from Compulsory Health Insurance Fund Information System.

Coverage: Information is available from the health care institutions having contracts with Patient Fund. Coverage of 99.6%.

Before 2002 some hospitals had some primary health care services as a part of their outpatient services. In 1999-2001 most of those services were separated into primary health care institutions. By now only two university hospitals have primary health care centre.

Luxembourg

Doctor consultations (in all settings)

Source of data: **Fichiers de la sécurité sociale**. Data prepared by **Inspection générale de la sécurité sociale**.

Coverage:

- Relates to the total number of consultations performed in Luxembourg of the resident population covered by the statutory health insurance scheme outside hospitals or in outpatient departments in hospital.
- The rates presented in the database are calculated with the resident population covered by the statutory health insurance scheme in Luxembourg (annual average) as the denominator

1995	387.862
1996	393.113
1997	398.462
1998	403.996
1999	410.708
2000	418.182
2001	424.037
2002	428.457
2003	433.424
2004	439.628
2005	444.783
2006	449.972
2007	455.752
2008	463.179
2009	470.660

- Simple visits and small interventions are included.
- The rate for 2019 is preliminary. In 2016, data have been revised in order to exclude consultations and visits during hospitalisation.

Break in time series 2009: method for calculating resident population covered by the statutory health insurance scheme in Luxembourg (annual average) has changed.

2009	465.632
2010	473.088
2011	481.890
2012	492.555
2013	501.925
2014	510.673
2015	518.165
2016	526.733
2017	535.940
2018	545.837
2019	556.648

Dentist consultations (in all settings)

Source of data: **Fichiers de la sécurité sociale**. Data prepared by **Inspection générale de la sécurité sociale**.

Coverage:

- Data refer to the total number of consultations performed in Luxembourg of the resident population covered by the statutory health insurance scheme outside hospitals or in outpatient departments in hospital.
- The rates presented in the database are calculated with the resident population covered by the statutory health insurance scheme (annual average number) in Luxembourg as the denominator

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2018	545.837
2019	556.648

Outpatient consultations with doctors in hospital

Data collection discontinued in 2015 (reference year 2013)

Data not available.

Hungary

Doctor consultations (in all settings)

Source of data:

- Up to 1993: **Central Statistical Office** (KSH in Hungarian), Yearbook of Health Statistics.

www.ksh.hu.

- From 1994: **Hungarian National Health Insurance Fund** (OEP in Hungarian), Statistical Yearbook.

www.oep.hu.

Coverage:

- Physician consultations include contacts of family practice and outpatient care.

- Following the definition, episodes of dental care are not included.

- From 1994 laboratory, pathology, CT, MRI and other diagnostic examinations are not included.

- From 1994, the number of family practice contacts is taken from the Yearbook of Health Statistics by the Central Statistical Office; the number of outpatient contacts are taken from the Statistical Yearbook by the Hungarian National Health Insurance Fund.

Break in time series:

- 1994. Since 1994, data are based on itemised financial report.

- 2007. The decrease in doctors' consultations in 2007 was related to the introduction of co-payment in the course of the healthcare reform that started at the end of 2006, and finished at the middle of 2008.

Dentist consultations (in all settings)

Source of data:

- Up to 1993: **Central Statistical Office** (KSH in Hungarian), Yearbook of Health Statistics.

www.ksh.hu.

- From 1994: **Hungarian National Health Insurance Fund** (OEP in Hungarian), Statistical Yearbook.

www.oep.hu.

Coverage: Hungarian National Health Insurance Fund (OEP) database contains only cases financed by national health insurance, there is no information about cases at private sector.

Break in time series:

- 1994. Since 1994, data published in Hungarian National Health Insurance Fund (OEP) statistical yearbooks.

- 2007. The decrease in dentist' consultations in 2007 was related to the introduction of co-payment in the course of the healthcare reform that started at the end of 2006, and finished at the middle of 2008.

Outpatient consultations with doctors in hospital

Data collection discontinued in 2015 (reference year 2013)

Data not available.

Malta

Doctor consultations (in all settings)

Data not available.

Dentist consultations (in all settings)

Data not available.

Outpatient consultations with doctors in hospital

Data collection discontinued in 2015 (reference year 2013)

Source of data: Data on hospital outpatient encounters is collated by the Directorate for Health Information and Research from data submitted by the individual institutions

Coverage: Figure quoted for OP consultation refers to all outpatient encounters in state and private hospitals.

The increase between 2008 and 2010 could be explained by the fact that there has been better capture of all out-patient activity within the Mater Dei Hospital which is the main acute public hospital in Malta, from the first year of operation (2008) up to 2010.

Netherlands

Doctor consultations (in all settings)

Source of data:

- Before 1997: **Vademecum Gezondheidsstatistiek**, table 8.5 and Maandbericht Gezondheidsstatistiek (several issues).

- 1997-2004: **Integrated System of Social Surveys (POLS)**.

- 2005 onwards: Data from the **Health Interview Survey**.

<https://opendata.cbs.nl/statline/#/CBS/en/dataset/83005ENG/table?dl=54222>

Coverage:

- Contacts with general practitioners and specialists are included. Contacts for maternal and child health care are not included, nor are discharge planning visits in the hospital and nursing home. Deviation from the definition: includes consults by telephone with the general practitioner since 2010.

Break in time series: 2010 and 2014. Questionnaire and setup of survey changed in 2010.

Dentist consultations (in all settings)

Source of data:

- Before 1997: **Vademecum Gezondheidsstatistiek**, table 8.5 and Maandbericht Gezondheidsstatistiek (several issues).

- 1997-2004: **Integrated System of Social Surveys (POLS)**.

- 2005 onwards: Data from the **Health Interview Survey**.

Coverage:

- Visits made to persons in institutional settings such as nursing homes are not included.

Break in time series: 2010 and 2014. Questionnaire and setup of survey changed in 2010.

Outpatient consultations with doctors in hospital

Data collection discontinued in 2015 (reference year 2013)

Source of data: Annual reports of Social Accounts (Dutch: Maatschappelijke Verantwoording, MV).

Source till 2008: Survey of Dutch Federation of University Medical Centres and a survey of the Dutch Hospitals Association.

Coverage: The hospitals included are all general and university hospitals and Independent Treatment Centres. The number of first visits to outpatient clinics and the remaining number of visits to outpatient clinics are included.

Austria

Doctor consultations (in all settings)

Source of data: **Main Association of Austrian Social Security Organisations.**

Reference period: 1st to 31st December.

Coverage:

- Included are visits to doctors in the extramural sector (practices, ambulatory health care centers) with health insurance contracts. This covers "contractual cases of medical care" meaning that all doctor consultations within a quarter are summarized into one case (all visits to one physician by one entitled person).

- - Included are visits to the doctor by commuters living abroad who are employed in Austria.

- Excluded are consultations in inpatient departments or day-care settings of hospitals.

Deviation from definition:

- Privately paid consultations (by private health insurance companies or out of pocket) and doctor visits in the outpatient hospital sector are excluded.

- Excluded are cases of temporary (vacation) replacement and preventive medical checkups of contract physicians without basic remuneration.

- Visits for prescribed and scheduled treatment procedures as well as for prescribed laboratory tests are included.

- Visits to maxillofacial surgeons are included.

Dentist consultations (in all settings)

Source of data: **Main Association of Austrian Social Security Organisations.**

Reference period: 1st to 31st December.

Coverage:

- Included are visits to doctors in the extramural sector (practices, ambulatory health care centers) with health insurance contracts. This covers "contractual cases of medical care" meaning that all doctor consultations within a quarter are summarized into one case (all visits to one physician by one entitled person).

- Included are visits to the doctor by commuters living abroad who are employed in Austria.

- Excluded are consultations in inpatient departments or day-care settings of hospitals.

Deviation from definition:

- Privately paid consultations (by private health insurance companies or out of pocket) and doctor visits in the outpatient hospital sector are excluded.

- Excluded are cases of temporary (vacation) replacement.

- Visits to maxillofacial surgeons are excluded.

Outpatient consultations with doctors in hospital

Data collection discontinued in 2015 (reference year 2013)

Data not available.

Poland

Doctor consultations (in all settings)

Source of data: **Statistics Poland**, ZD-3 report on ambulatory health care.

Reference period: Data as at 31st December.

Coverage:

- Consultations provided by doctors in out-patient health care.

Break in time series:

- Since 2003: Data on doctor consultations include data from the Ministry of National Defence and the Ministry of the Interior, which were not included before.
- Since 1998: Consultations provided by doctors conducting publicly funded medical practices are included.
- Since 1991: Data include preventive examinations and consultations provided in admission rooms in general hospitals.

Dentist consultations (in all settings)

Source of data: **Statistics Poland**, ZD-3 report on ambulatory health care.

Reference period: Data as at 31st December.

Coverage:

- Consultations provided by dentists in out-patient health care.
- Since 2003, data on dentist consultations include data from the Ministry of National Defence and the Ministry of the Interior, which were not included before.
- Since 1998, consultations provided by dentists conducting a publicly funded medical practice are included.

Outpatient consultations with doctors in hospital

Data collection discontinued in 2015 (reference year 2013)

Source of data: Ministry of Health:

MZ-29 - report on activity of general hospital. Data as of December 31.

Coverage: consultations provided by doctors in admission rooms in general hospitals.

Portugal

Doctor consultations (in all settings)

Source of data: **Statistics Portugal** - Health statistics (published annually).

Coverage:

- National coverage.
- The number of contacts includes: visits/ consultations of patients in hospitals (public and private sector) and health centres. It includes the consultations with general practitioners and with specialists. Consultations and visits that take place at private offices are not included.
- Data do not include consultations by telephone.

Deviation from definition: Consultations at private offices are not included.

Dentist consultations (in all settings)

Source of data: **Statistics Portugal** - Health statistics (published annually).

Coverage:

- National coverage.
- The number of consultations includes visits/ consultations of patients in hospitals (public and private sector) and in health centres. Consultations/visits that take place at private offices are not included.
- Between 1985 and 1998, data refers only to consultations/visits with stomatologists. From 1999 onwards, data includes consultations/visits with stomatologists, as well as consultations/visits with dental surgeons.

Deviation from definition: Consultations at private offices are not included.

Outpatient consultations with doctors in hospital

Data collection discontinued in 2015 (reference year 2013)

Source of data: National Statistical Institute - Health statistics (published annually).

Coverage:

- National coverage.
- The number of consultations/visits with doctors in hospital includes only consultations/visits that took place in outpatient departments of hospitals (public and private sector).

Romania

Doctor consultations (in all settings)

Source of data: Until 2004: Ministry of Health

Since 2005: **National Institute for Statistics**

Coverage:

1980 – 2004: data cover Ministry of Health network (public sector). Includes all consultations in all types of ambulatory medical units.

Since 2005: data cover public and private (including not for profit) sector. Includes all consultations in all types of ambulatory medical units. Until 2012, in some categories of big sanitary units such as ambulatories, polyclinics, diagnosis and treatment centres, specialised medical centres the dentist consultations couldn't be identified therefore, the number per capita of medical consultations is slightly overestimated.

- Since 2002 data was updated based on usual resident population on July 1st of each year, estimated under comparability conditions with the final results of the Population and Housing Census -2011

Dentist consultations (in all settings)

Source of data: **National Institute for Statistics**

Coverage:

2005-2012: data cover public and private sector. Includes all consultations in individual dentist offices, medical dentist civil societies and dentist offices in school and universities from public and private sector

- Since 2013: data cover public and private (including not for profit) sector. Includes all consultation in individual dentist offices, medical dentist civil societies, dentist offices in school and universities, in hospitals, ambulatories, polyclinics, diagnosis and treatment centers, specialised medical centers, health centers.

- Since 2005 data was updated based on usual resident population on July 1st of each year, estimated under comparability conditions with the final results of the Population and Housing Census -2011.

Outpatient consultations with doctors in hospital

Data collection discontinued in 2015 (reference year 2013)

Source of data: National Institute for Statistics

Coverage: All hospitals from public and private sector. Includes number of consultations in the hospital ambulatories, number of consultations in the medical offices in hospitals, emergency units.

- Until 2012 the dentist offices consultations in hospital could not be separated.

- 2013: Number of consultations in dentist offices in hospitals and in hospital ambulatories are excluded.

In 2007, the number of consultations in hospitals decreased due to the National Programme for Health, organized by the Ministry of Health, which aimed to improve the health status of the population by increasing the quality of prevention services and setting up measures for combating communicable diseases.

Slovenia

Doctor consultations (in all settings)

Source of data: **National Institute of Public Health, Slovenia**, computerized report on out-patient specialist services (ZUBSTAT).

Coverage: All visits/consultations of patients in out-patient health care at primary and secondary level and visits made to the patient's home.

Dentist consultations (in all settings)

Data not available.

Outpatient consultations with doctors in hospital

Data collection discontinued in 2015 (reference year 2013)

Data not available.

Slovakia

Doctor consultations (in all settings)

Source of data: **National Health Information Center (NHIC)**.

Coverage:

- In 2019, data were recalculated since 2007.

- In the updated data, patients' visits in out-patient units of physicians and in out-patient departments in hospitals as well as visits to patient's home are included. All specialised departments are included but specialised units of stomatology and dentistry are excluded.

Dentist consultations (in all settings)

Source of data: **National Health Information Center (NHIC)**.

Coverage:

- Data were recalculated since 2007.

- In the updated data, patients' visits in out-patient units of dentists and primary dental clinics specialised units of stomatology and dentistry are included (stomatology, orthodontics, periodontia, prosthetic dentistry, maxillofacial surgery, dentistry for children, stomatological medical first aid service unit for adults, stomatological medical first aid service unit for children and adolescents, dentoalveolar surgery, mucosal diseases of the oral cavity, implantologia, mucogingival surgery, dentistry, oral hygiene).

Outpatient consultations with doctors in hospital

Data collection discontinued in 2015 (reference year 2013)

Data not available.

Finland

Doctor consultations (in all settings)

Source of data: **THL Finnish Institute for Health and Welfare**, Department of Information.

Coverage:

- The number of contacts made by specialists and general practitioners divided by the population.
- Contacts in public primary health care, public specialised care, providers of private health care and contacts with occupational health services are included.
- Visits/consultations of patients at the ambulatory care physician's offices and visits made to the patient's home are included.

Break in time series: In 2011, the National Institute for Health and Welfare (THL) expanded the social welfare and health care reporting system so that the primary care community-based care is collected at the individual level information on the national register. This change affected the number of visits to the physician and to dentist. In 2011, visits to the doctor and dentist visits are for 2013 by March. AvoHILMO-register the information provided. In 2011, coverage of the information submitted from organizations at the time was the basic health care, and 99% of oral health care for 97%. From 2012 onwards the data is complete.

Dentist consultations (in all settings)

Source of data: **THL Finnish Institute for Health and Welfare**, Department of Information.

Coverage:

- The number of contacts made by dentists divided by the population.
- Contacts in public primary health care and in providers of private health care.
- Visits/consultations of patients at the ambulatory care dentist's office and visits made to the patient's home.

Break in time series: In 2011, the National Institute for Health and Welfare (THL) expanded the social welfare and health care reporting system so that the primary care community-based care is collected at the individual level information on the national register. This change affected the number of visits to the physician and to dentist. In 2011, visits to the doctor and dentist visits are for 2013 by March. AvoHILMO-register the information provided. In 2011, coverage of the information submitted from organizations at the time was the basic health care, and 99% of oral health care for 97%. From 2012 onwards the data is complete.

Outpatient consultations with doctors in hospital

Data collection discontinued in 2015 (reference year 2013)

Source of data: National Institute for Health and Welfare (THL); Hospital Discharge Register.

Sweden

Doctor consultations (in all settings)

Source of data: **Swedish Association of Local Authorities and Regions/SALAR**.

Coverage: Data on all settings of doctor's consultations, public and private sector.

Dentist consultations (in all settings)

Source of data: **Swedish Insurance Agency (Försäkringskassan), Statistics Sweden (SCB).**

Coverage:

- 2009-2016: Number of dentist consultations for persons 20 years and older for the years 2009-2016 (Source: Swedish Insurance Agency) is divided by the population in Sweden that are 20 years or older on the first of November each year (Source: SCB). The years 2009-2016 children and adolescents have free dental care up to the year they turn 20. Statistics for people younger than 20 is not available from the Swedish Insurance Agency.

- 2017: Number of dentist consultations for persons 22 years and older 2017 (Source: Swedish Insurance Agency) is divided by the population in Sweden that are 22 years and older for the year 2017 on the first of November (Source: SCB). In 2017, children and adolescents have free dental care up to the year they turn 22. Statistics for people younger than 22 is not available from the Swedish Insurance Agency.

- 2018: Number of dentist consultations for persons 23 years and older 2018 (Source: Swedish Insurance Agency) is divided by the population in Sweden that are 23 years and older for the year 2018 on the first of November (Source: SCB). In 2018, children and adolescents have free dental care up to the year they turn 23. Statistics for people younger than 23 is not available from the Swedish Insurance Agency.

- 2019-2020: Number of dentist consultations as registered in the state dental care insurance for persons 24 years and older 2019-2020 (Source: Swedish Insurance Agency) is divided by the population in Sweden that are 24 years and older for the year 2019 on the first of November (Source: Statistics Sweden). In 2019-2020 children and adolescents have free dental care up to the year they turn 24. The statistics include people who have had dental visits outside of Sweden as well as persons from EU countries that have dental care visits in Sweden in the cases where they take part of the state dental care insurance in Sweden. Statistics for people younger than 24 is not available from the Swedish Insurance Agency. The dental support people receive through the county is not included.

Outpatient consultations with doctors in hospital

Data collection discontinued in 2015 (reference year 2013)

Source of data: Ministry of Health and Welfare.

Coverage:

- All consultations in acute outpatient departments in hospitals (public and private).

Iceland

Doctor consultations (in all settings)

Source of data: **Directorate of Health.**

Coverage:

- Contacts with doctors in health centres and self-employed general practitioners (visits to the health centres and visits to the patient's home).

- Contacts with specialists, both for ambulatory care in hospitals and in their private practice, are included.

- All telephone consultations are excluded as they are not payable services.

Break in time series: As of 2008, visits to certain units for diagnostic purposes have been excluded.

Dentist consultations (in all settings)

Data not available.

Outpatient consultations with doctors in hospital

Data collection discontinued in 2015 (reference year 2013)

Data not available.

Liechtenstein

Doctor consultations (in all settings)

Source of data: **Office of Statistics** (Amt für Statistik), Krankenkassenstatistik (Tab. 1.4).

Coverage: Includes only consultations covered by Health Insurance.

Deviation from the definition: Numbers include telephone contacts.

Break in time series: Missing data in 2013.

Dentist consultations (in all settings)

Source of data: survey data (EHIS 2012). This value is taken as an estimate for the following 4 years and will be updated with EHIS 2017 (available in spring 2019).

Outpatient consultations with doctors in hospital

Data collection discontinued in 2015 (reference year 2013)

Source of data: Department of Statistics (Amt für Statistik), Krankenkassenstatistik (Tab. 1.4).

Coverage: Includes only consultations covered by Health Insurance.

Norway

Doctor consultations (in all settings)

Source of data:

- 2011 onwards: **The Norwegian Health Economics Administration (HELFO) Norwegian Patient register, both under The Norwegian Directorate of Health.**

- 2006-2010: **The Norwegian Health Economics Administration (HELFO) and Statistics Norway.**

Coverage:

- 2011 onwards: The figure includes general practice, medical specialists and ambulatory health care centres, home health care services and outpatient consultations in hospitals (general hospitals, mental hospitals, psychiatric departments in general hospitals, departments for treatment of substance abuse) conducted by physicians. Telephone contacts are not included.

- 2006-2010: The figure includes general practice, medical specialists and ambulatory health care centres, and home health care services, registered by HELFO. Telephone contacts are not included.

Estimation method:

- 2015: For consultations per citizen, 2014 is used as a reference year for medical specialists due to a lack of data.

- 2006-2010: outpatient consultations with doctors in hospitals are estimated. Based on 2011 and 2012 data from Norwegian Patient register, it is estimated that 57 per cent of the consultations in

hospitals (general hospitals, mental hospitals, psychiatric departments in general hospitals, departments for treatment of substance abuse) are conducted by physicians.

Dentist consultations (in all settings)

Data not available.

Outpatient consultations with doctors in hospital

Data collection discontinued in 2015 (reference year 2013)

Source of data:

- 2011 onwards: Norwegian Patient register in The Norwegian Directorate of Health.
- Up to 2010: Statistics Norway.

Coverage:

- 2011 onwards: Outpatient consultations with doctors in general hospitals, mental hospitals, psychiatric departments in general hospitals, departments for treatment of substance abuse are included. Outpatient consultations with psychologists, nurses, and other health care personnel are not included. Consultations related to admitted patients, telephone consultations, lab tests and x-ray examination, are not included.
- Up to 2010: Examination/treatment of patients not admitted to a hospital and/or medical advice administered in or by a hospital. Outpatient consultations with psychologists, nurses, and other health care personnel are not included. Consultations related to admitted patients, telephone consultations, lab tests and x-ray examination, are not included.

Estimation method:

- Up to 2010: Outpatient consultations with doctors in hospitals are estimated based on 2011 and 2012 data from Norwegian Patient register. It is estimated that 57 per cent of the total consultations in hospitals (general hospitals, mental hospitals, psychiatric departments in general hospitals, departments for treatment of substance abuse) are conducted by physicians.

Break in time series: 2002, 2006, 2011.

- Because of changes in the hospital financing system for 2010 (general hospitals), there were some alterations in the definitions of day cases and out-patient consultations. The figures cannot, therefore, be directly compared with previous years. The changes are especially due to some kinds of treatment that were previously defined as day cases now being viewed as consultations, such as rehabilitation and chemotherapy. Additionally, radiation treatment has also been included in the statistics (out-patients) for the first time. Some minor surgery that was previously categorised as out-patient treatment is now counted as day cases.
- The drop in out-patients consultations in 2002 is due to change in data-source. Before these figures were based on summary data collected by Statistics Norway, and also included outpatient consultations conducted by nurses and other health care personel. Polyclinical day cases were also included.

Switzerland

Doctor consultations (in all settings)

Source of data: Federal Statistical Office, Neuchâtel, Swiss Health Survey, 2002, 2007 and 2012.

Coverage:

- This survey only covers people aged 15 years and older in private households, excluding collective households (retirement homes, institutions for the disabled, etc).
- Data cover generalists and specialists.

Dentist consultations (in all settings)

Source of data: **Federal Statistical Office**, Neuchâtel, Swiss Health Survey 1992, 1997, 2002, 2007, 2012 and 2017.

Coverage:

-This survey only covers the population aged 15 years and older in private households, excluding collective households (retirement homes, institutions for the disabled, etc).

Outpatient consultations with doctors in hospital

Data collection discontinued in 2015 (reference year 2013)

Source of data: Federal Statistical Office, Neuchâtel. Hospital Statistics, yearly census.

New variable first introduced with data 2013; quality of data may be suboptimal due to recent introduction and to lack of comparison.

Coverage: Full coverage of hospitals.

Montenegro

Doctor consultations (in all settings)

Source of data: The source for visits data submitted is the Institute of Public Health. Some additional information can be found in Health Statistical Yearbooks available at <http://www.ijzcg.me/>
The data source of annual population is Statistical office of Montenegro (MONSTAT).

Dentist consultations (in all settings)

Data not available.

Outpatient consultations with doctors in hospital

Data collection discontinued in 2015 (reference year 2013)

Data not available.

North Macedonia

Doctor consultations (in all settings)

Source of data: **Institute for Public Health-Skopje**. Health Map of Republic of Macedonia

Reference period: 31st December.

Coverage:

- consultations both to generalist and specialist medical practitioners
- consultations/visits at the physician's office
- consultations/visits in the patient's home
- consultations/visits in outpatient departments in hospital and ambulatory health care centres

Dentist consultations (in all settings)

Source of data: **Institute for Public Health-Skopje**. Health Map of Republic of Macedonia

Reference period: 31st December.

Coverage: Dentists consultations in all settings - primary, secondary and tertiary care (outpatient departments in hospital)

Outpatient consultations with doctors in hospital

Data collection discontinued in 2015 (reference year 2013)

Source of data: Institute for Public Health-Skopje. Health Map of Republic of Macedonia

Reference period: 31st December.

Albania

Doctor consultations (in all settings)

Source of data: Data not available.

Dentist consultations (in all settings)

Data not available.

Outpatient consultations with doctors in hospital

Data collection discontinued in 2015 (reference year 2013)

Data not available.

Serbia

Doctor consultations (in all settings)

Source of data: Institute of Public Health of Serbia, Reports on PHC services performance. Data as of December 31. <http://www.batut.org.rs/>

Coverage: Data for Kosovo-Metohija province are not included in the coverage of data for the Republic of Serbia. Data from health institutions under other ministries (military services, prisons, social services) than the Ministry of Health are not included. Data from private health sector are not included.

Dentist consultations (in all settings)

Source of data: Institute of Public Health of Serbia, Reports on PHC services performance. Data as of December 31. <http://www.batut.org.rs/>

Coverage: Data for Kosovo-Metohija province are not included in the coverage of data for the Republic of Serbia. Data from health institutions under other ministries (military services, prisons, social services) than the Ministry of Health are not included. Data from private health sector are not included.

Outpatient consultations with doctors in hospital

Data collection discontinued in 2015 (reference year 2013)

Data not available.

Turkey

Doctor consultations (in all settings)

Source of data: **General Directorate for Health Services, Ministry of Health.**

Coverage:

- Relevant department of the Ministry of Health regarding the Primary Health Care Visits data.
- The data indicate the number of per capita visits in a year.
- Data include per capita visits to the primary, secondary and tertiary health care facilities of the Ministry of Health, university hospitals and private hospitals.

Break in time series:

- Since 2002, per capita visits to private clinics, specialty branch centers and private outpatient clinics are also included.
- MoND-affiliated health care facilities are included since 2012.

Note: Turkey significantly improved the supply of services under the Health Transformation Program (HTP) between 2003 and 2013. In the scope of this program, access to healthcare has increased, leading to an acceleration in the rise of the number of doctor consultations between these years.

Dentist consultations (in all settings)

Source of data: **General Directorate for Health Services, Ministry of Health.**

Coverage:

- The data provided between 2000 - 2011 indicate the number of per capita visits to the Ministry of Health affiliated oral and dental health care services, dental care and prosthetic centres in public hospitals, out-patient clinics for dental care, and public and private dental care hospitals.

Break in time series: From 2012 onwards, all sectors (MoH, university, private, other) are included.

Note: Turkey significantly improved the supply of services under the Health Transformation Program (HTP) between 2003 and 2013. In the scope of this program, access to healthcare has increased, leading to an acceleration in the rise of the number of dentist consultations between these years.

Outpatient consultations with doctors in hospital

Data collection discontinued in 2015 (reference year 2013)

Source of data: General Directorate for Health Services, Ministry of Health.

Coverage:

- Number of outpatient consultations includes number of outpatient consultations (outpatients treated by hospital) in all hospitals in Turkey.
- Ministry of National Defence-affiliated health care facilities not included until 2011.

Break in time series:

- MoND-affiliated health care facilities are included since 2012.

United Kingdom

Doctor consultations (in all settings)

Source of data:

Calculated by the **Information Centre for Health and Social Care** using data from:

- *England and Wales*: **Office for National Statistics (ONS)**, General Household Survey.
- *Northern Ireland*: **Continuous Household Survey** (GP consultations) and **Northern Ireland Statistics and Research Agency** (Outpatient visits).
Further information at: <http://www.ic.nhs.uk>.
- *Scotland*: Practice Team Information (PTI), **ISD Scotland**, as at 29th October 2013.
<http://www.isdscotland.org/Health-Topics/General-Practice/GP-Consultations/>. GP Consultation source: 59, 53, 51, 49, 48, 58, 60, 59, 59 and 60 Practice Team Information practices that submitted complete GP data for the years ending 31 March 2004 to 2013 respectively. Figures are standardised by age, sex and deprivation. Population source: Community Health Index (CHI) record, as at 30 September 2003, 2004, 2005, 2006, 2007 2008, 2009, 2010, 2011 and 2012 respectively.

Coverage:

- Pre 2003: Data for Great Britain only. Data for the UK from 2003-2008. 2009: Data for Great-Britain only.
- Data not available for 1997 or 1999 as the General Household Survey was not carried out in those years.
- 2014 update: No data supplied since 2009 due to issues with actually finding a source that can deliver such data. We are actively seeking a source for future year's collections.
- 2017 update – a data source for England has now been found but will not be initially publishing until September 2018. Scotland were able to provide data (see Scotland metadata above) but for the time being, these data will not be used until England have published, this most likely being in time for next year's collection.
- An approximation of the number of National Health Service General Practice consultations per person per year over a 12-month period derived from the ONS General Household Survey in Great Britain and from the Continuous Household Survey in Northern Ireland for all ages in private households, giving average number of consultations with a National Health Service general practitioner per year. The mean number of NHS hospital outpatient department consultations per person per year was added to the average number of GP consultations. Until 2008 this has been added to the mean number of NHS hospital outpatient department consultations per person per year. 2009 figures refer only to GP consultations per person per year over a 12 month period.
- Figures do not include consultations of physicians in the independent sector and do not take into account consultations of specialists outside hospital outpatient departments.
- NHS GP consultations component (from the General Household Survey) of the figures comprises home visits, GP surgery consultations, consultations with a GP at a health centre, and telephone consultations.
- Caution should be exercised when comparing one year to another as variations caused by averaging male/female rates from the General Household Survey can exaggerate differences between one year and another (this would account for a large part of the 0.6 difference between 1996 and 1998, for example).
- Data from the surveys from 2003 are grossed and weighted. Data from Annual Abstracts are for financial years.
- In 2005, the GHS changed from a financial year to a calendar year.

Dentist consultations (in all settings)

Source of data:

Calculated by the **NHS Digital** using data from:

Up to 2006: **Office for National Statistics**, Annual Abstracts.

2007 onwards:

- *England*: **NHS Digital**.
- *Scotland (up to 2010) and Northern Ireland*: **Office for National Statistics**, Annual Abstracts.
- *Scotland (2011 onwards)*: **NHS National Services Scotland**.
- *Wales*: **Stats Wales, Welsh Assembly Government**.
- *Northern Ireland*: **HSC Business Service Organisation**
(<http://www.hscbusiness.hscni.net/services/1805.htm>)

Further information at: <http://content.digital.nhs.uk/>.

Coverage:

- 2012 onwards: Data for the UK.
- 2007-2011: Data for Great Britain only.
- 2003-2006: Data for the UK.
- Before 2003: Data for Great Britain only.
- 2007 onwards: Data do not include treatment provided privately.
- Data are the number of courses of treatment, which may span a number of individual consultations.
- Scotland data would exclude data on non-general dental service consultations/visits with dentists, orthodontists, stomatologists and dental surgeons, as well as data on outpatient departments in hospital.
- Data are for financial years.
- UK denominator is based on the corresponding year's population estimates.

Break in time series:

- There is a change in the series in 1990 when a new dental contract was introduced. From 1990, figures refer to "paid" treatments only and therefore do not include any children's consultations. The per capita rate is therefore probably underestimated in these later years. For comparison purposes, the rate for 1989 using only figures for adults would be 0.63 instead of 0.69.
- In 2017, data was revised for UK due to changes in NI's reporting. Previously NI counted each treatment code as one treatment regardless of how many treatments had been carried out under that code. (For example a claim for a filling under treatment code 1401 that was carried out on 5 different teeth, NI would have counted it as one treatment. They now count that as 5 treatments.)

Outpatient consultations with doctors in hospital

Data collection discontinued in 2015 (reference year 2013)

Data not available.