

“ MyHealth@EU”

User Guide for Pharmacists



<https://www.neha.org.cy>



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Η υγεία μου @ ΕΕ
Υποδομή ψηφιακών υπηρεσιών ηλεκτρονικής υγείας
για υπηρεσία της Ευρωπαϊκής Ένωσης

Κύπρος — το αύριο

ΣΧΕΔΙΟ ΑΝΑΚΑΜΨΗΣ ΚΑΙ ΑΝΘΕΚΤΙΚΟΤΗΤΑΣ

This guide is intended for Healthcare Professionals, and specifically for pharmacists who use the National Contact Point for eHealth Portal, in order to access the Cross-Border eHealth Services.

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Use of the NCPeH Portal

Main Steps:

If the user has a verified profile on Cy Login and has enabled two-factor authentication (2FA), they can log in directly to the NCPeH portal. In all other cases, the user is considered new and must follow the steps outlined below.

User Registration / Two-Factor Authentication

After logging into the Government Internet Security Gateway (Gov.cy), select “Health” from the list of e-Services. You will then see the option “Electronic Cross-Border Healthcare Services.”

By selecting this option, you will be directed to the platform National Contact Point for eHealth (NCPeH).

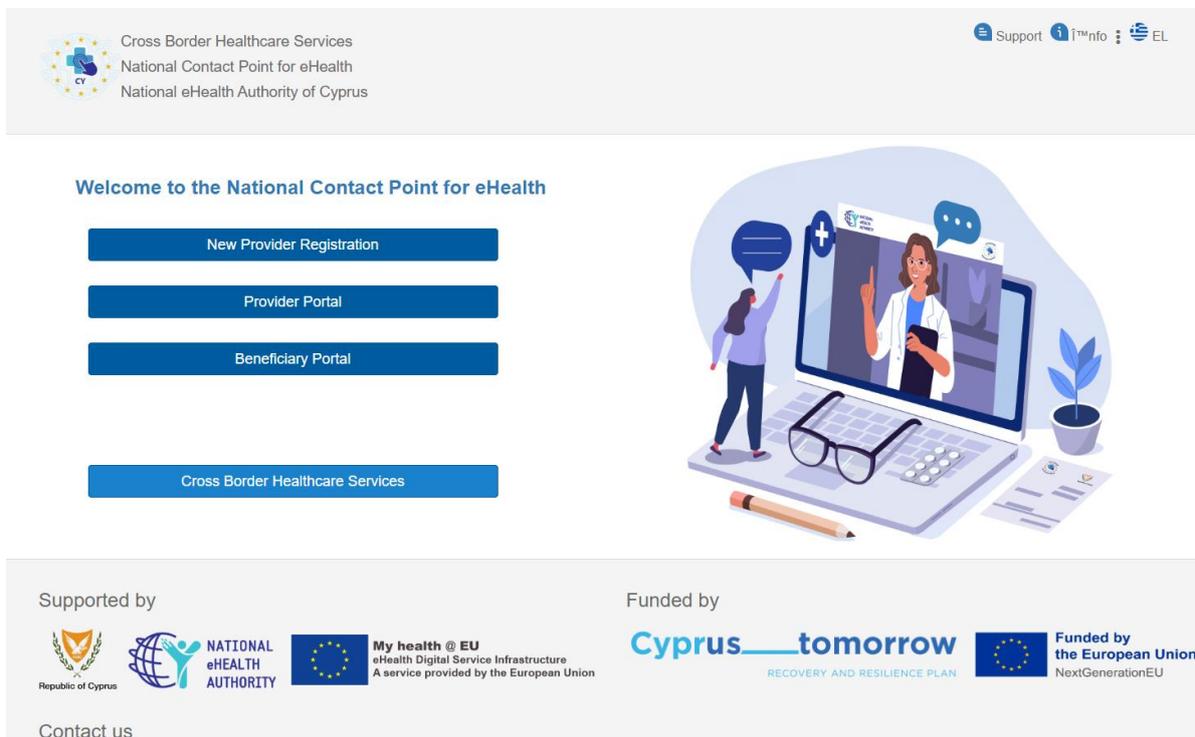


Figure 1: National Contact Point for eHealth Portal

Upon the user's transition to the cross-border healthcare platform, re-entry of login credentials will be required in order to access the available services.

Cross Border Healthcare Services
National Contact Point for eHealth
National eHealth Authority of Cyprus

Support Info EL

Through their entrance to the platform, healthcare professionals have the ability to provide healthcare services that concern Patient Summary and Electronic Prescription/Dispensation.

Provider Portal

Supported by
Republic of Cyprus
NATIONAL eHEALTH AUTHORITY
My health @ EU
eHealth Digital Service Infrastructure
A service provided by the European Union

Funded by
Cyprus tomorrow
RECOVERY AND RESILIENCE PLAN
Funded by the European Union
NextGenerationEU

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Figure 2: Login to the Provider's Portal

Access to the National Contact Point for eHealth (NCPeH) is carried out through secure identification and authentication via the government web portal Gov.cy. The account on the portal constitutes a secure, personal digital account that provides access to various electronic services of the Republic of Cyprus.

 **CY Login**

Sign in

Username

Password

Sign in

[No account? Sign up](#)
[Forgot username?](#)
[Forgot password?](#)

OR

 [Sign in with Cyprus eID](#)
 [Sign in with eIDAS](#)

English ▼ Help Contact Us

Figure 3: CY Login. Please enter your credentials.

Detailed instructions for creating an account on the Gov.cy portal, as well as for managing your personal profile, can be found at the following link on the official government website.



<https://cge.cyprus.gov.cy/cyloginregistration/register>

Figure 4: Official Government Website

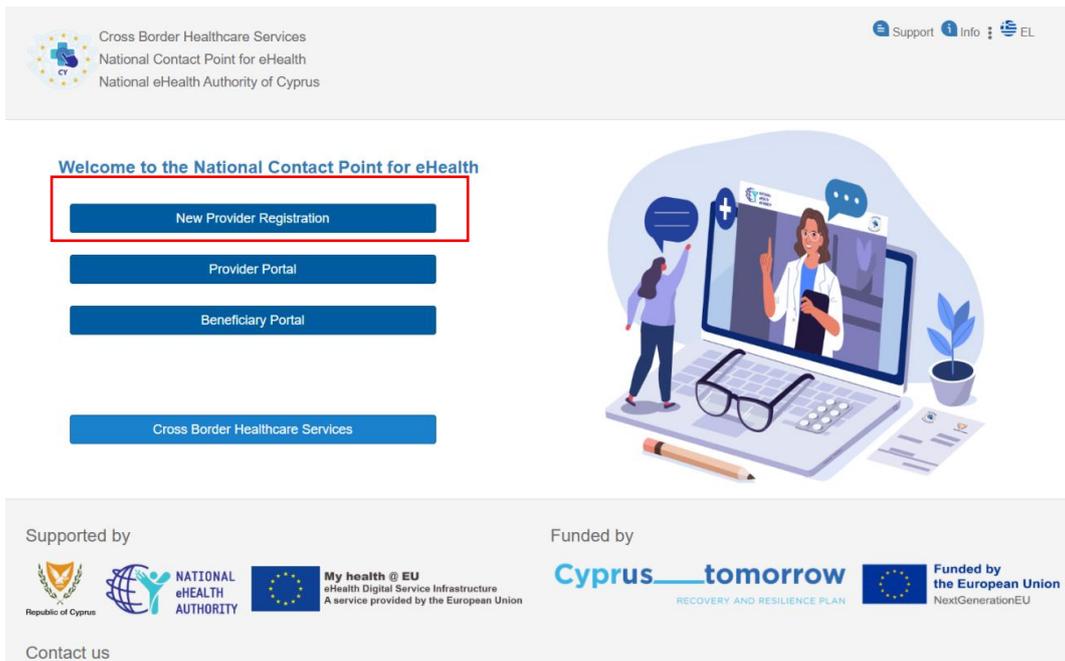


Figure 5: Selecting “New Providers Registration”

If you have created an account on CY Login and have activated two-factor authentication, please proceed to “Step 2: Access Management”.

User Registration / Two-Factor Authentication Activation

A prerequisite for using the application is that the citizen must have a verified CY Login profile with the Two-Factor Authentication feature activated. The CY Login service is the common access mechanism for government systems and services. Citizens who do not have a CY Login account can follow the steps below through the CY Login service. Two-Factor Authentication can also be activated through the application once Steps 1 and 2 have been completed.

Step 1: Create / Activate Profile

- o Log in to the CyLogin Portal and start the registration process via the provided link.
- o Read the steps and begin the profile creation process.
- o Fill in the required information to create your profile.
- o Activate your profile (within 15 minutes) using the activation email.

Step 2: Profile Verification

Profile verification can be completed through one of the following three options:

- o Using e-banking services of participating banks.
- o Via video call with a KEP (Citizen Service Center) officer, after scheduling an appointment.
- o By visiting a KEP/KEPO (Citizen Service Center/Citizen Point) in person, also by appointment.

Step 3: Two-Factor Authentication Activation

- o The user logs into their CY Login account.
- o From the homepage, they select “Activate Two-Factor Authentication”.
- o The user enters their mobile phone number and confirms it by entering the One-Time Password (OTP) received via SMS.
- o Selection of Verification Method Used
 - Via Authenticator App.
 - Via SMS Message.

Next Step

Figure 6: Instructions for Creating a «Cy Login» Account.

Access Management

Healthcare professionals, specifically doctors and pharmacist-owners, are required to install the digital certificate on their computer (Microsoft Windows or Apple MacOS) for successful access to the platform.

To proceed, please click the "Proceed" button to be assigned a user role as described below.

User Role: **Doctor**

- o Issuance of digital certificate.

User Role: **Pharmacy Owner – Pharmacist**

- o Issuance of digital certificate.
- o Management of pharmacists.
- o User registration within the pharmacy.

User Role: **Pharmacy Employee – Pharmacist**

- o User registration within the pharmacy.

Proceed

Figure 7: Access Management – “User Roles” & “Digital Certificate Issuance”

If you are a new user, once you have completed the creation and authentication of your profile on CYLogin, the next necessary step is to enable Two-Factor Authentication (2FA). Enabling Two-Factor Authentication significantly enhances the security of your account, as it adds an additional layer of protection beyond the password.

To enable Two-Factor Authentication (2FA) on your CYLogin account, first visit the official website <https://cylogin.gov.cy> and log in with your credentials. Once you have accessed the system, go to your profile, usually located in the top right corner of the screen, and select 'Settings' or 'Security Settings.' In this section, you will see the option 'Two-Factor Authentication (2FA).' Select the corresponding option to initiate the activation process. You will then be prompted to enter your mobile phone number. Immediately afterward, you will receive a One-Time Password (OTP) via SMS, which you must enter in the designated field on the screen to complete the verification and activation process.

Next, you will be asked to select the method by which you would like to receive the second factor for verification. The CYLogin service recommends using an authenticator app, as it provides a higher level of security. The two suggested options are Google Authenticator or Microsoft Authenticator.

Alternatively, you may choose to receive the code via SMS on your mobile phone. While both methods are acceptable, using an authenticator app is considered more secure and reliable for protecting your account.

When using an authenticator app, a QR code will appear on your screen. Open the app on your mobile device and scan the QR code. If you are unable to scan it, you can enter the code manually. The app will generate a six-digit security code, which you must enter into CYLogin to confirm activation. If you choose SMS as your verification method, you must enter your mobile phone number and verify it by entering the One-Time Password (OTP) you receive via SMS.

Once you have correctly entered the six-digit code, click 'Confirm' or 'Complete.' If everything has been done correctly, a message confirming the successful activation of Two-Factor Authentication will appear.

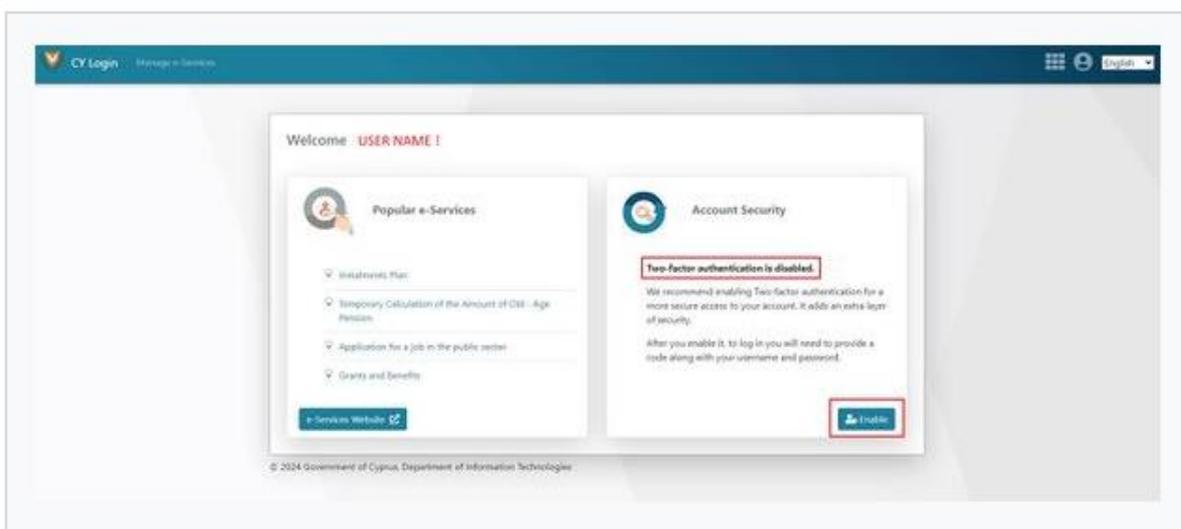


Figure 8:CY Login page. How to enable Two-Factor Authentication.

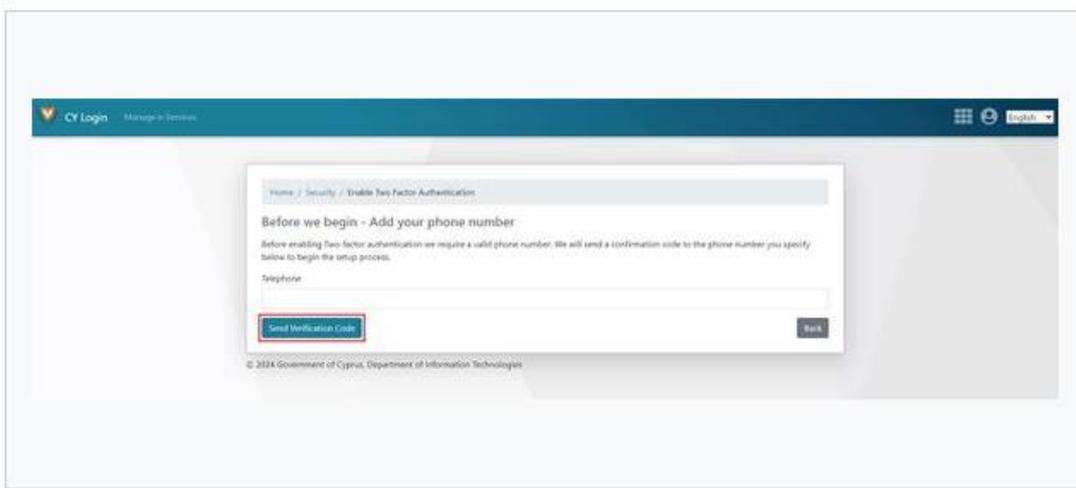


Figure 9: CYLogin page. Send a verification code to a valid phone number.

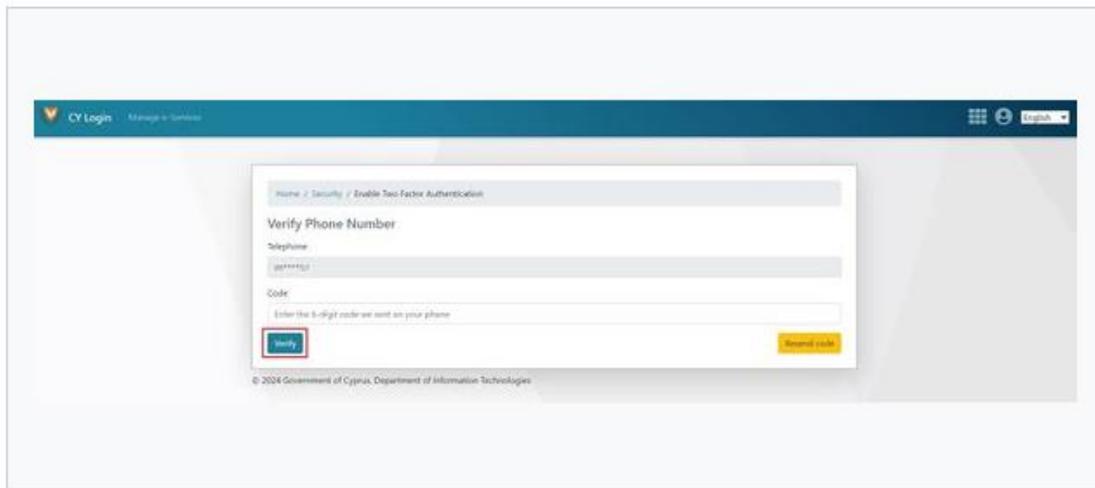


Figure 10: CYLogin page. Enter the 6-digit code you received on your phone.

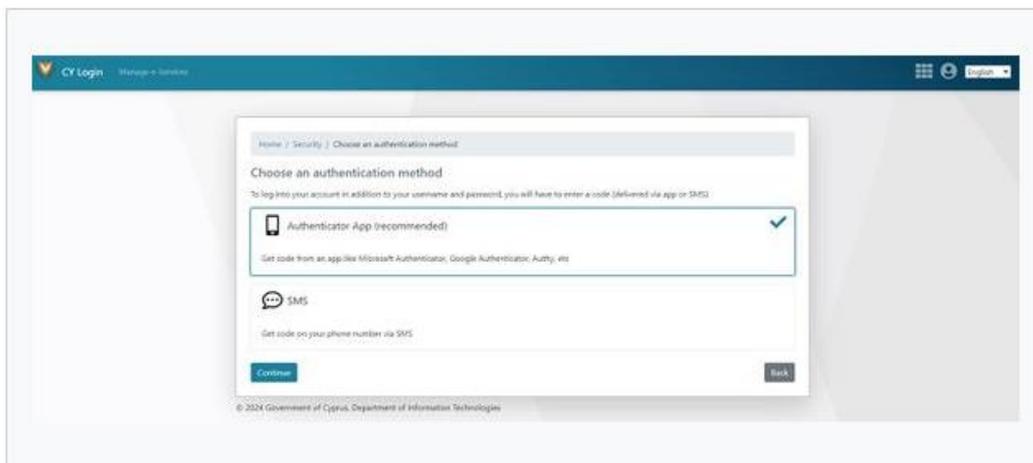


Figure 11: CYLogin page. Choose an authentication method.

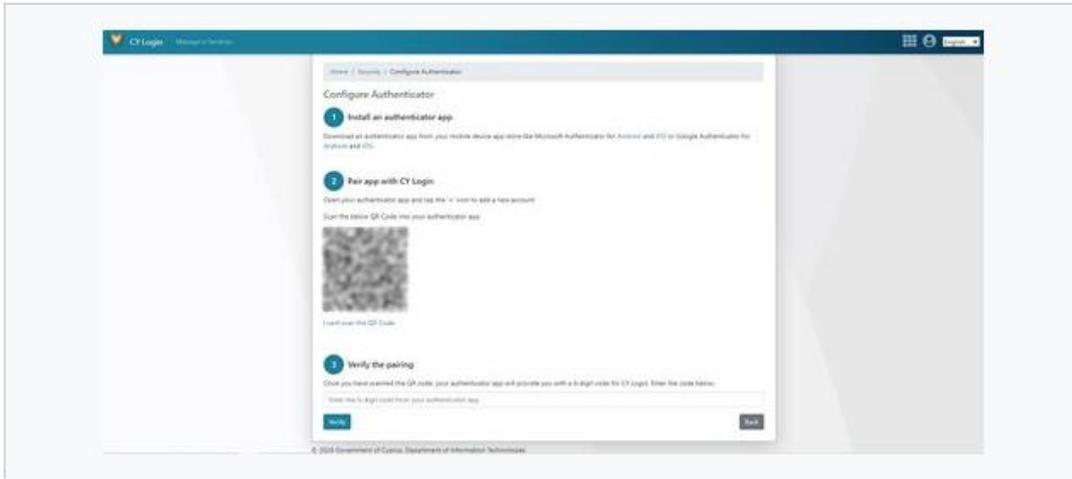


Figure 12: CY Login page. Configure Authenticator.

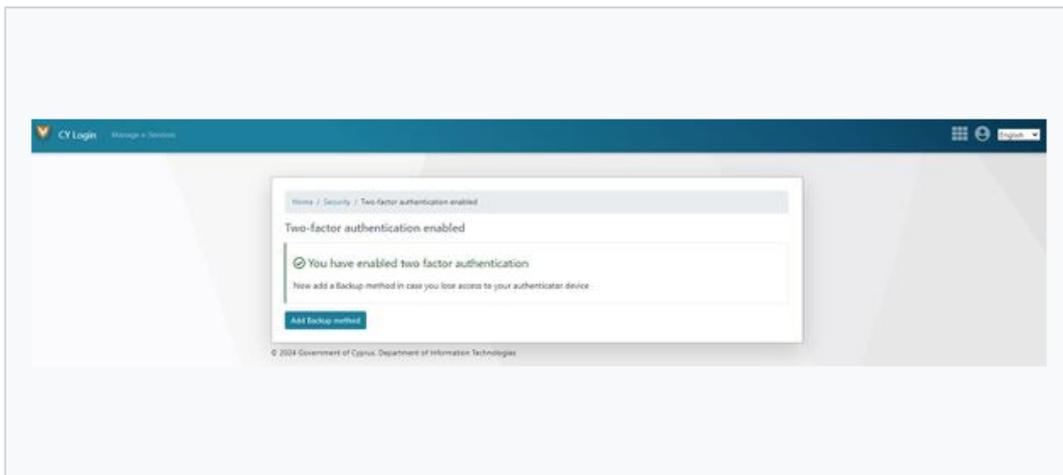


Figure 13 : CY Login page. Two-factor authentication enabled.

Once the default login process is completed, if you do not have access to the authenticator app, the CYLogin system provides alternative methods to proceed with your authentication. Upon signing in, you will be asked to choose one of the available alternative access methods in order to verify your identity. The available options are using a Recovery Code or receiving a code via SMS. The CYLogin system strongly recommends using Recovery Codes, especially in cases where access to the authenticator app is not possible.



Figure 14 : CY Login page. Choose a backup method.

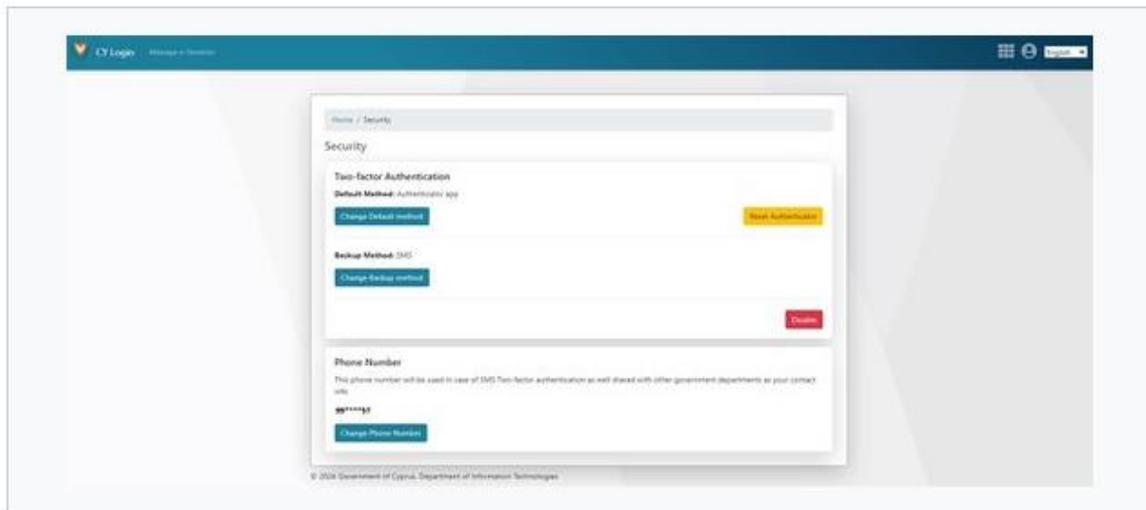


Figure 15: CY Login page. Change or disable Two-factor authentication.

Access Management

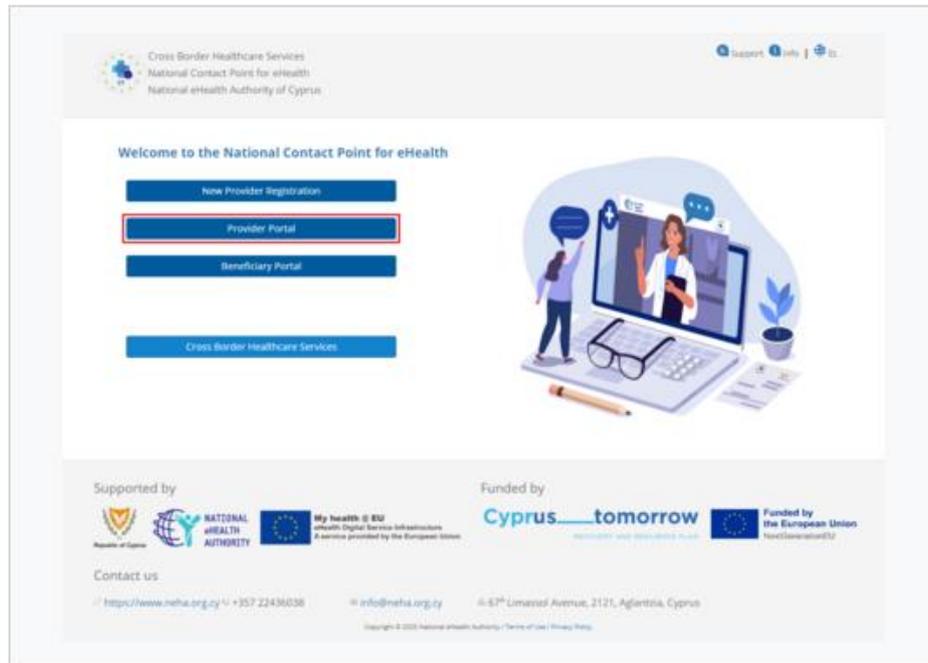


Figure 16: Selecting “Providers’ Portal”.

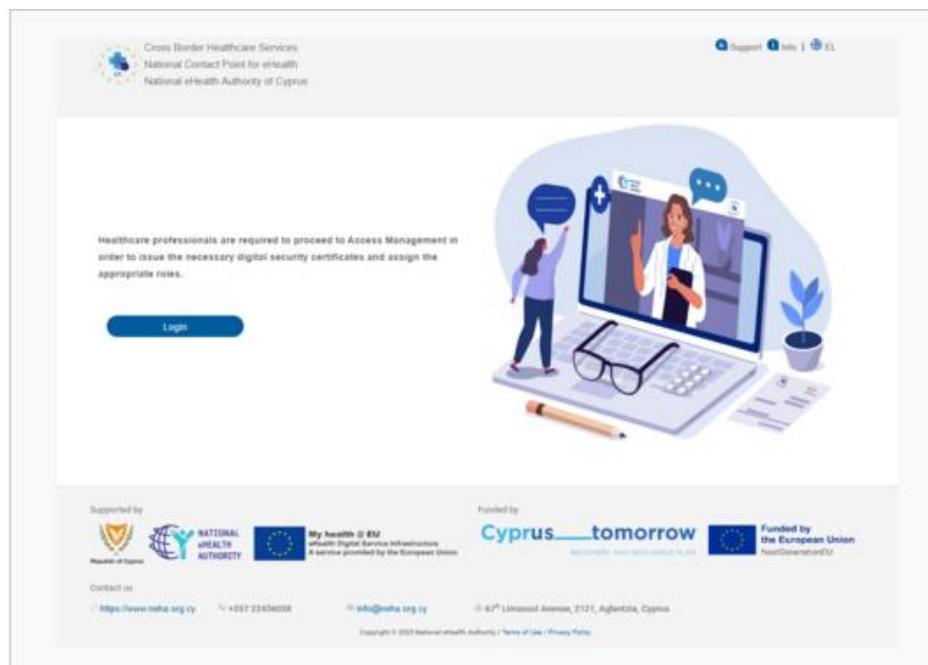


Figure 17: Login Interface for Healthcare Professionals on the Registry Portal.

Pharmacists have the ability to assume roles either as Pharmacy Owner/Supervisor or as Pharmacists, or even hold both roles simultaneously when necessary. The assignment of these roles primarily serves purposes of security and traceability, as it enables linking employees to the pharmacy where they work and recording all actions related to prescription processing. In this way, it becomes possible to closely monitor both the pharmacy where the prescription was filled and the pharmacist who carried it out.

The system uses each pharmacist's identity, provided through the CYLogin authentication mechanism, to automatically determine their role. Specifically, when a pharmacist logs into the system via CYLogin, the necessary information is retrieved to identify whether they are a pharmacy owner/manager and/or a pharmacist. Depending on their role, the system enables or restricts access to specific fields and functions.

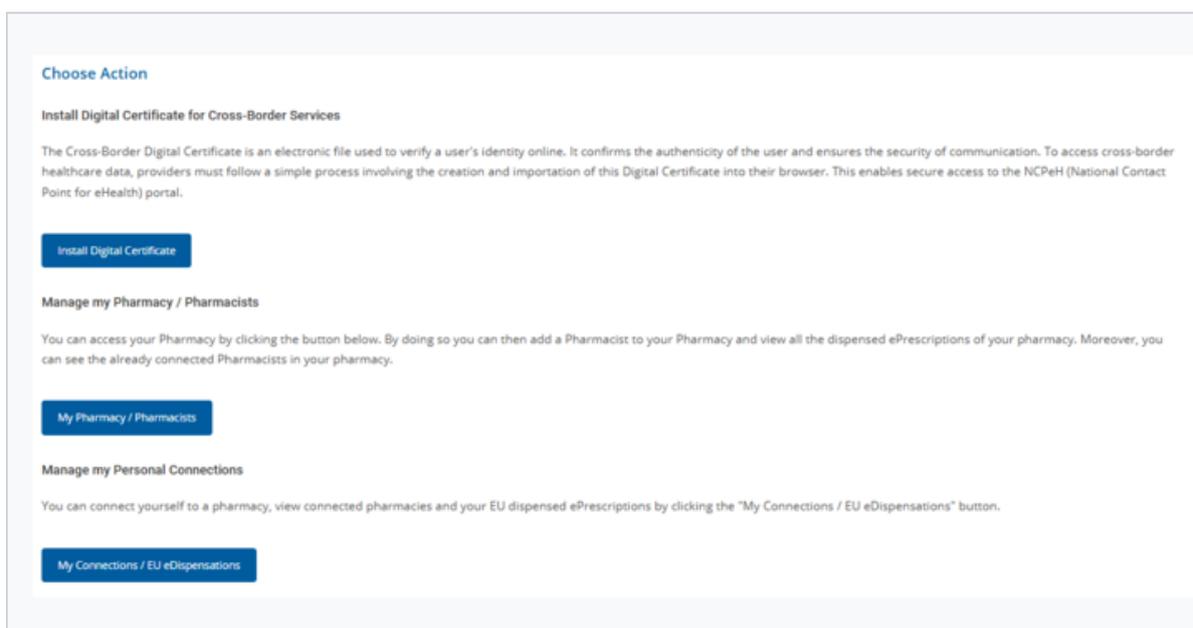


Figure 18: Main User Interface (Pharmacy Owner / Supervisor)

If the pharmacist is recognized as a Pharmacy Owner/Supervisor, they have access to functions related to the management of the pharmacy and the supervision of its employees. If they are a pharmacist, they are granted the ability to process prescriptions and access only the data associated with the pharmacy to which they are assigned. In

cases where they hold both roles, the system allows access and actions corresponding to both capacities, adapted to the appropriate context of use.

This process ensures transparency and reliability of all actions within the system, enabling easy tracking and documentation of the origin of each prescription execution, while also ensuring compliance with security and personal data protection requirements.

Pharmacy Owner/Supervisor - Pharmacist

The Pharmacy Owner/Supervisor is the pharmacist who owns a pharmacy and holds an enhanced role within the system, as they are authorized to create and manage digital certificates related to the professional qualifications and services of both themselves and their employees. The role of the pharmacy owner/supervisor focuses on the management of these certificates, which are vital for verifying and maintaining the validity of their professional status, as well as that of the pharmacists employed at their pharmacy.

The pharmacy owner/supervisor has access to a complete overview of all certifications associated with their pharmacy, as they can view all active, inactive, or revoked certificates. This capability allows them to monitor the validity and functionality of certifications in real time. Additionally, they have the authority to revoke active certificates, ensuring that the system accurately reflects the current professional status of each user.

Furthermore, the pharmacy owner/supervisor has the ability to monitor all electronic cross-border prescriptions that have been dispensed in their pharmacy.

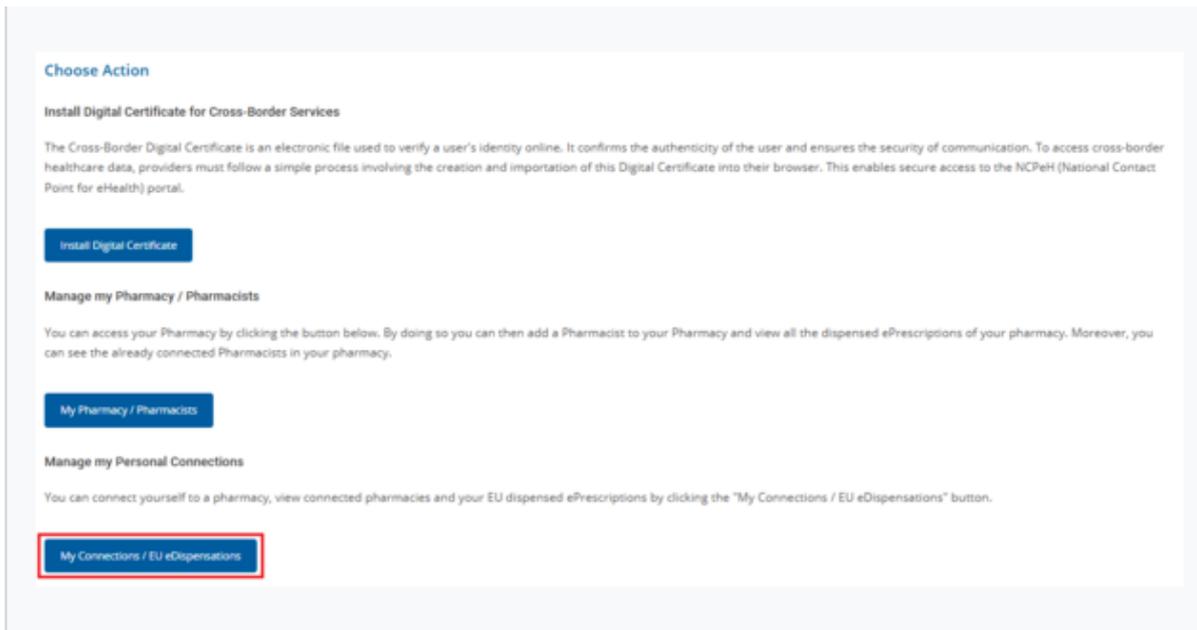


Figure 19: Selection of the "Connect to Pharmacy / EU Dispensed ePrescriptions" Button

[← Back](#)

Manage my Personal Connections

Connect to a Pharmacy View Connected Pharmacies **View my EU dispensed ePrescriptions**

View all EU Dispensed ePrescriptions

dd/mm/yyyy dd/mm/yyyy [Search](#)

ePrescription Id	Pharmacist's ID	Patient Full Name	Prescribed Doctor Full Name	Dispensation Date	Download in pdf
XXXXXXXXXXXXXXXXXXXX	XXXX	XXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	19/09/2025 09:13 AM	Download in pdf
XXXXXXXXXXXXXXXXXXXX	XXXX	XXXXXXXXXX	XXXXXXXXXX	19/07/2025 07:58 AM	Download in pdf
XXXXXXXXXXXXXXXXXXXX	XXXX	XXXXXXXXXX	XXXXXXXXXX	19/07/2025 07:49 AM	Download in pdf
XXXXXXXXXXXXXXXXXXXX	XXXX	XXXXXXXXXX	XXXXXXXXXX	19/07/2025 07:39 AM	Download in pdf
XXXXXXXXXXXXXXXXXXXX	XXXX	XXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	09/07/2025 07:22 AM	Download in pdf

Items per page: 5 1 - 5 of 14 < >

Figure 20: Detailed Table of Cross-Border Prescriptions Executed by the User.

The system provides them with access to the complete history of prescription executions, along with information on which pharmacist carried out each execution.

When logging in through CYLogin, the system, via the registry, recognizes their status as a pharmacy owner/manager and automatically activates two additional functional fields.

Through these, they can view the connection of pharmacists to their pharmacy and install digital certificates on their behalf. The pharmacy owner/supervisor is responsible for linking themselves and each pharmacist working at their pharmacy by searching for them within the system and approving them as members of their team. Only after this approval is a pharmacist officially connected to the pharmacy and granted the right to execute prescriptions within that pharmacy's environment.

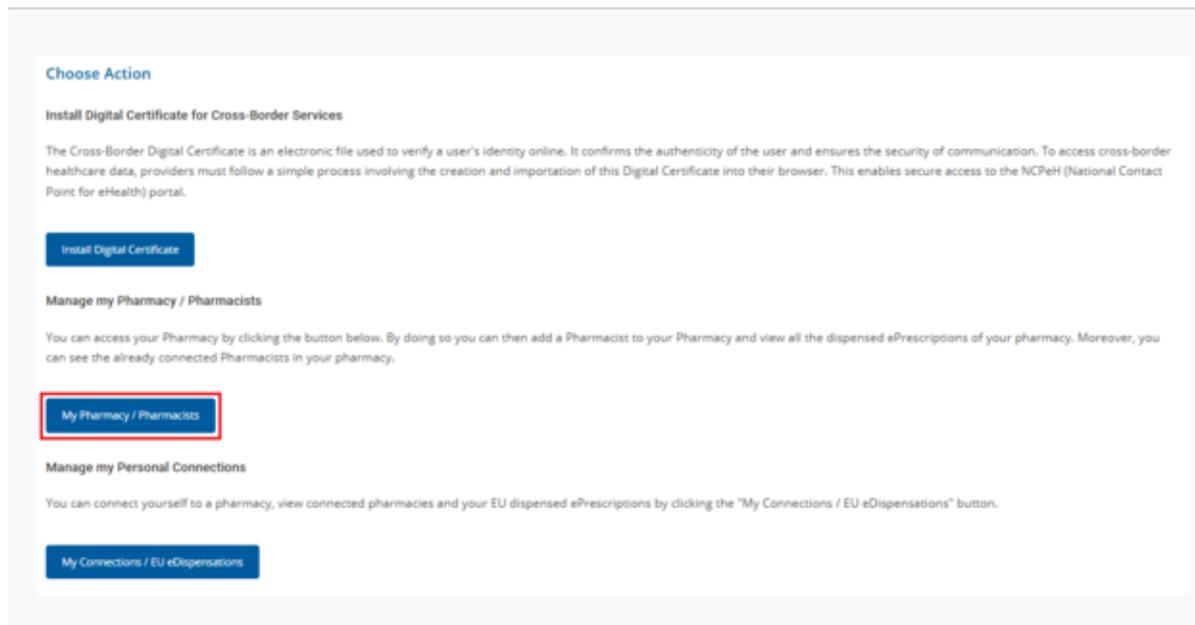


Figure 21: Selecting the "My Pharmacy / My Pharmacists" Button

[← Back](#)

Choose a Pharmacy

[Connect a Pharmacist to your Pharmacy](#)
[Connected Pharmacists](#)
[View all EU Dispensed ePrescriptions](#)

Search Pharmacist

Pharmacy's Registration Number	Pharmacist Name	Pharmacist Surname	Phone Number	Email
Please write a name or surname.				

Figure 22: Searching for a Pharmacist to Register in My Pharmacy.

[← Back](#)

Choose a Pharmacy

[Connect a Pharmacist to your Pharmacy](#)
[Connected Pharmacists](#)
[View all EU Dispensed ePrescriptions](#)

Connected Pharmacists

Pharmacist's ID	Name	Surname	Phone Number	Email	Mutual Agreement	Actions
10000	SMITHS	SMITH	0012345	smiths@morrisclinic.org.uk	Successful	<input type="button" value="✖"/>
0	SMITHS	SMITHSMITH	0012345	smiths@morrisclinic.org.uk	Successful	<input type="button" value="✖"/>
10000	SMITHS	SMITHSMITH	0012345	smiths@morrisclinic.org.uk	Successful	<input type="button" value="✖"/>

Figure 23: Detailed Table of Pharmacists Registered in My Pharmacy.

The overall functionality provided by the system to the pharmacy owner/aupervisor ensures the accuracy, security, and legality of the healthcare services offered, enhancing accountability and control at all stages of the pharmacy’s operations.

Pharmacists

These are pharmacists working in a pharmacy, regardless of whether they are owners/managers or employees. The primary purpose is to officially link their professional identity with the pharmacy where they are employed, so that both the location of electronic prescription dispensing and the pharmacist who executed them are accurately recorded. Through this connection, traceability and transparency in the prescription execution process are ensured, as well as the accuracy of the information recorded in the system.

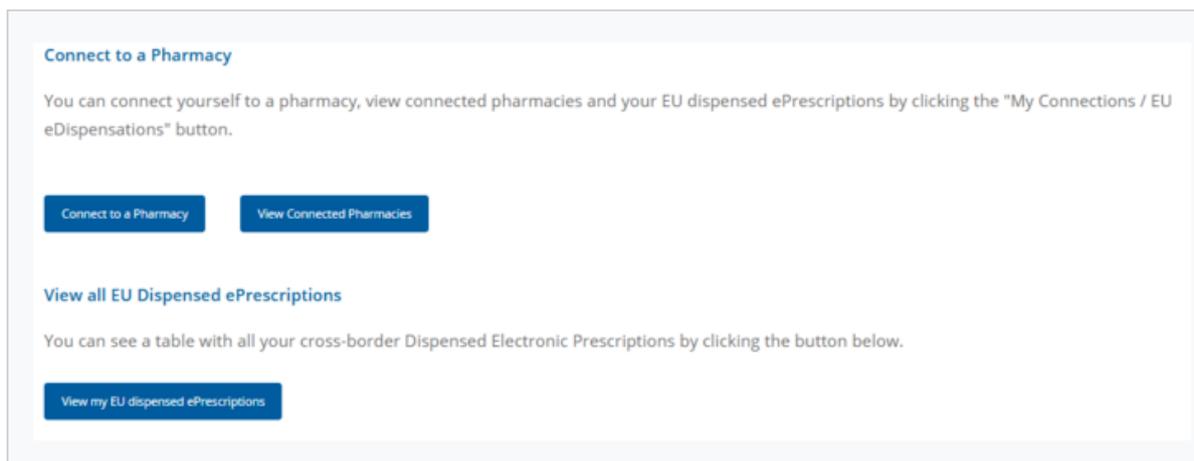


Figure 24: Main User Interface (Pharmacist)

In cases where a pharmacist works at more than one pharmacy, the system allows them to be linked to all of them, provided that approval is granted by the respective pharmacy owners. This approach enhances staff flexibility while maintaining the validity of the collected data.

The registration of an employed pharmacist with a pharmacy is done through the electronic platform. The pharmacist logs into the system via CYLogin, where they are authenticated with mandatory two-factor authentication enabled. Then, through the registry portal, they declare the pharmacy in which they work. Upon logging in, the system

automatically recognizes their status as an employed pharmacist and allows them to assign themselves to a specific pharmacy.

Search Pharmacy

Owner's First Name Owner's Last Name Search

Pharmacy's Registration Number	Owner's First Name	Owner's Last Name	Pharmacy Name	Address	Phone Number
Please select a district to view pharmacies.					

Figure 25: User Registration in the Selected Pharmacy.

However, in order to be able to dispense electronic cross-border prescriptions, the pharmacist's connection to the pharmacy must be confirmed by the pharmacy owner/supervisor through the corresponding management page. The connection is finalized only once the owner/manager approves the related request.

Connected Pharmacies

Pharmacy's Registration Number	Name	Address	Region	Phone Number	Mutual Agreement	Actions
00000000	Sample Pharmacy Name (000)	Sample Address 0, Toronto, 000	00000	0000000	Successful	

Figure 26: User Registration Process within the Selected Pharmacy.

The pharmacist also has the ability to review their personal information, which is automatically retrieved from the pharmaceutical services, and confirm that they have not been incorrectly registered as a pharmacy owner/supervisor. During the assignment process, the pharmacist searches for the pharmacy where they work, either by name or by district, and selects it. Once the process is completed, the system displays that the connection is pending until it is confirmed by the owner/manager.

The pharmacist can also select more than one pharmacy if they work as a substitute or collaborate with different pharmacies. If they no longer wish to continue working with any of them, they can remove it from their registered connections. In case of an incorrect pharmacy selection, it is possible to delete and reselect the correct one.

Finally, through the relevant section on the platform, the pharmacist can view a consolidated list of all prescriptions they have dispensed. Each execution is accompanied by a unique identification number automatically assigned by the system, ensuring complete traceability and security in recording all actions.

ePrescription id	Patient Full Name	Prescribed Doctor Full Name	Dispensation Date	Download in pdf
XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXX-XX-XXXX	Download in pdf
XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXX-XX-XXXX	Download in pdf
XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXX-XX-XXXX	Download in pdf
XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXX-XX-XXXX	Download in pdf
XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXX-XX-XXXX	Download in pdf
XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXX-XX-XXXX	Download in pdf
XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXX-XX-XXXX	Download in pdf
XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXX-XX-XXXX	Download in pdf
XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXX-XX-XXXX	Download in pdf
XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXX-XX-XXXX	Download in pdf

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Figure 27: Overview of Executed EU ePrescriptions by the User.

Issuance of a Digital Certificate

The installation of the certificate is performed solely by the pharmacy owner/supervisor. Upon logging into the ESE system, the owner/supervisor must issue and download the digital certificate, which can be stored only on the specific computer used for the login. This certificate is valid for two years and is required for secure access to citizen data from other participating countries, within the framework of the ESE's cross-border operations through the NCPeH Cyprus (CY).

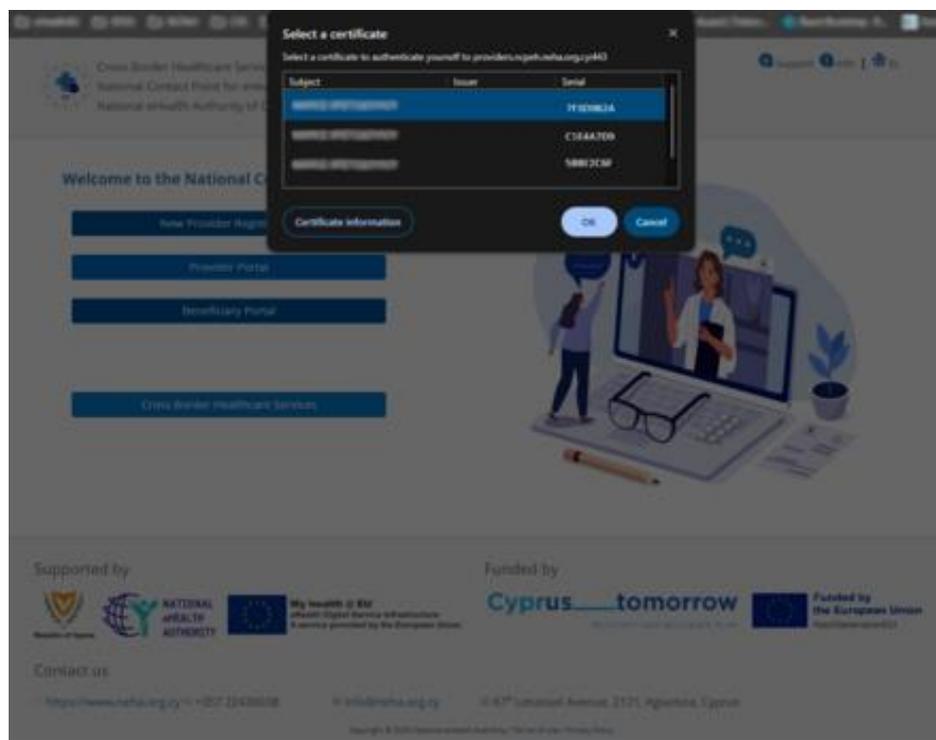


Figure 28: Selecting a Digital Certificate.

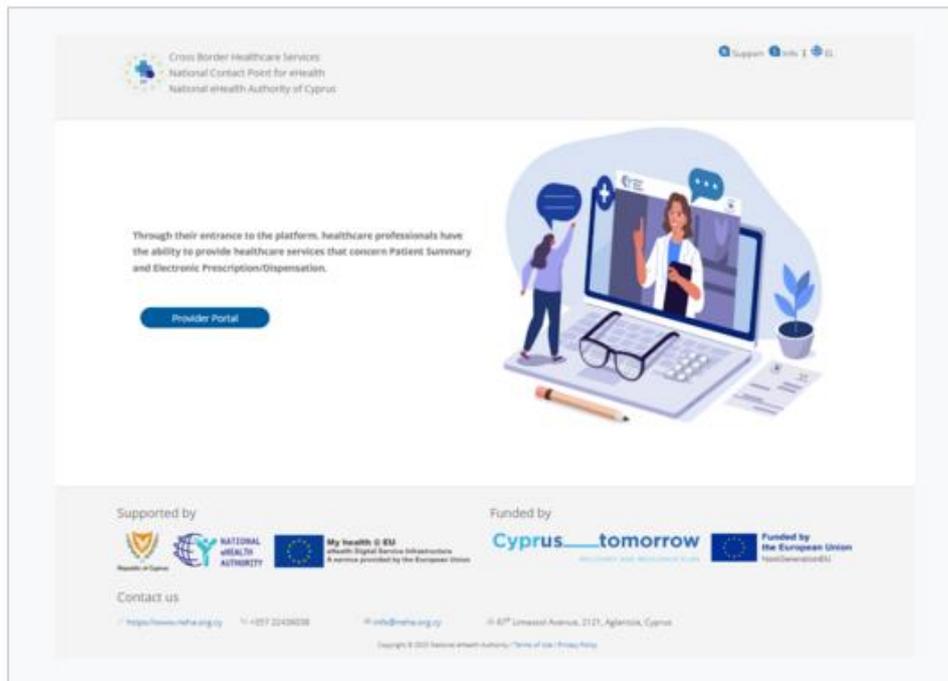


Figure 29: Provider Portal Login Screen

Depending on the operating system of your computer (Windows or macOS), you should follow the corresponding recommended procedure.

Digital Certificate Installation Guide

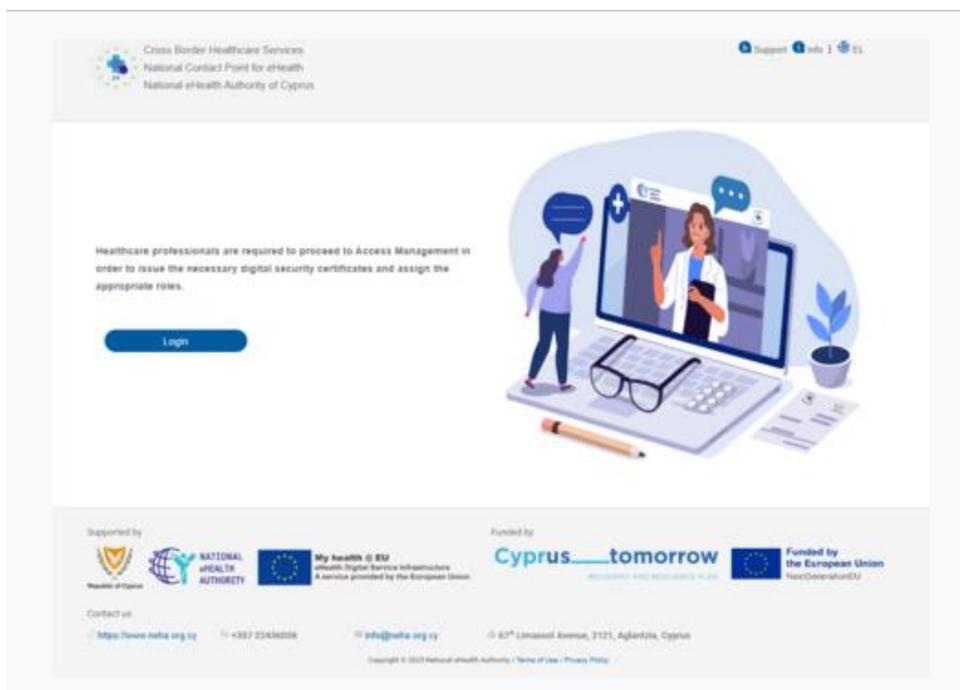


Figure 30: Login Interface for Healthcare Professionals on the Registry Portal

Install Digital Certificate for Cross-Border Services

Instructions

The Cross-Border Digital Certificate is an electronic file used to verify a user's identity online. It confirms the authenticity of the user and ensures the security of communication. To access cross-border healthcare data, providers must follow a simple process involving the creation and importation of this Digital Certificate into their browser. This enables secure access to the NCPeH (National Contact Point for eHealth) portal.

[Download Digital Certificate](#)

[View Digital Certificates](#)

Follow these three steps to download a Digital Certificate:

1

(1) Click on the "Download Digital Certificate"

2

(2) Click "Yes" to the message "Create a Digital Certificate?"

3

(3) Click "OK" to close the message "An SMS was sent to the phone *****456"

Figure 31: Instructions for Installing the Digital Certificate for Cross-Border eHealth Services

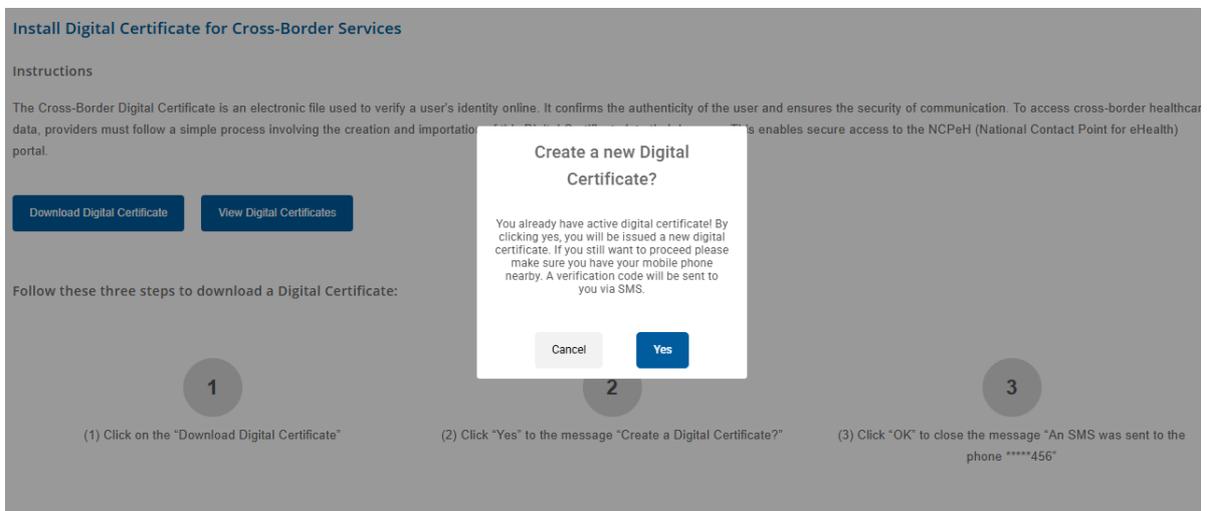


Figure 32: Generating a New Digital Certificate

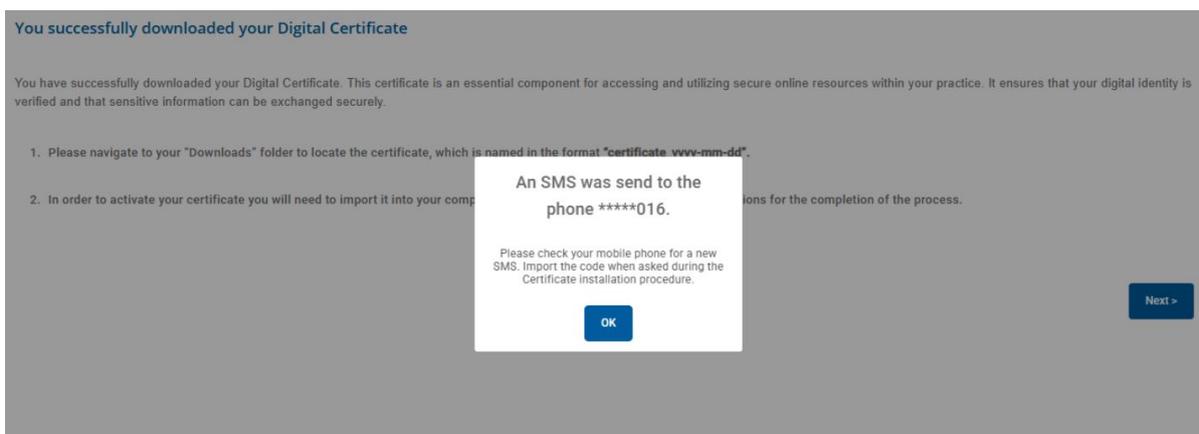


Figure 33: Delivery of the Digital Certificate Installation Code to the User's Mobile Device via SMS

You successfully downloaded your Digital Certificate

You have successfully downloaded your Digital Certificate. This certificate is an essential component for accessing and utilizing secure online resources within your practice. It ensures that your verified and that sensitive information can be exchanged securely.

1. Please navigate to your "Downloads" folder to locate the certificate, which is named in the format "certificate_yyyy-mm-dd".
2. In order to activate your certificate you will need to import it into your computer. Click "Next" to follow the detailed instructions for the completion of the process.

Figure 34: Digital Certificate Successfully Downloaded

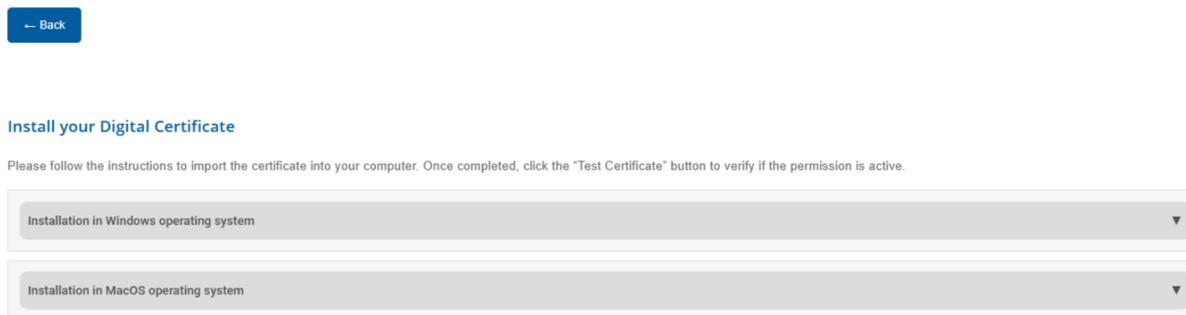


Figure 35: Selection of the Installation Guide Based on the User's Operating System

Digital Certificate Installation Process on MacOS

1. Locate and open the application "Keychain Access" either by using Spotlight Search or by navigating to Applications > Utilities in Finder.

Note: In newer versions of macOS, such as macOS Sequoia, when you try to open the Keychain Access application, the system may first launch the Passwords app and display a message with options. In this case, select "Open Keychain Access" to proceed to the correct application.

In this case, we select 'Open Keychain Access' to proceed to the correct application.

2. In the pop-up window that will appear with title "Manage your passwords" in "System Settings", click on the "Open Keychain Access" button.
3. While you are in the application "Keychain Access", navigate to the menu bar and click on File > Import Items.
4. Click the "Show Options" button.

5. Under “Destination Keychain” drop down, select “System”.
6. Locate and select the .pfx file that you just downloaded from the NCP platform.

Note: Most likely to be found in “Downloads”.

7. Click “Open”.
8. Enter your user account password and click “Modify Keychain”.

Note: This won't be needed, in case you entered your credentials while the application was launched.

9. Enter the password you received on your mobile phone when you requested a new certificate.
10. Click “Ok” button.
11. Enter your user account password and click “Modify Keychain”.
12. Locate and select the certificate in the “System list”.
13. Navigate to File > Get Info. To navigate to “Get Info” you can either use the menu bar or right click on the file .pfx.
14. Expand the “Trust” section.
15. Under the field “When using this certificate” drop down select “Always Trust”.
16. Close the window and re-enter your user account password to save changes.
17. Click “Update Settings” for changes to be applied.
18. Navigate to File > Close to close the “Keychain Access” window.

Installation on Windows

1. Find your new certificate file and double click on it.
2. Select Current User and click “Next”

3. Browse to certificate file.
4. Αλλάξτε τον τύπο αρχείου από *X.509 Certificate (*.cer, *.crt) σε Personal Information Exchange (*.pfx, *. p12).
5. Select the certificate file and click “Open”.
6. Click «Next».
7. Enter the password you received on your mobile phone when you requested a new certificate.
8. Deselect Enable strong private key protection.
9. Click «Next».
10. Select Automatically select the certificate store on the type of certificate and click “Next”.
11. Click «Finish».
12. Click “OK” to close the import was successful message.

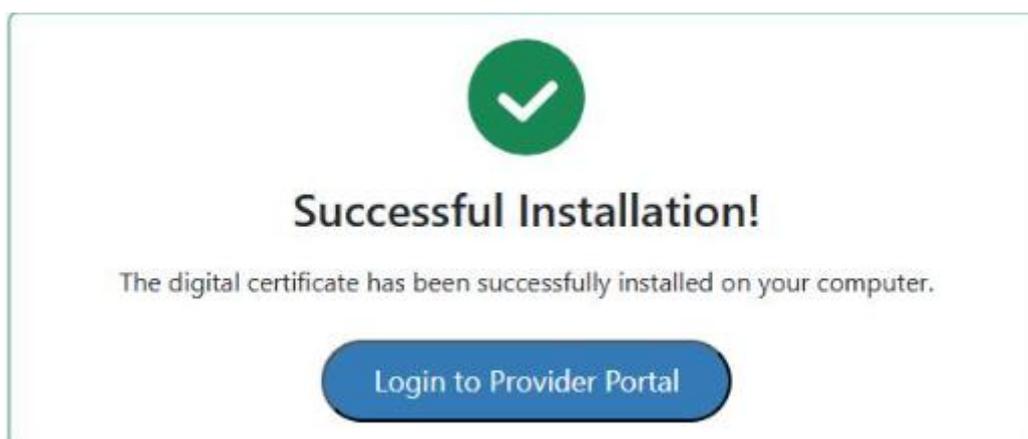


Figure 36: Digital Certificate Successfully Installed



Digital Certificate Import Failed!

The digital certificate could not be properly imported into your internet browser.

This may be due to one of the following reasons:

- You have downloaded the digital certificate but have not yet imported it into your browser.
- You have deleted or cannot locate the digital certificate file on your computer.

Please repeat the process of downloading and importing the digital certificate.

[Download and Import a New Digital Certificate](#)

Figure 37: Digital Certificate Installation Failed

Access to the National Contact Point

Upon logging into the Portal, you have the option to indicate whether the citizen you are assisting is a Cypriot national. In this case, you may proceed with creating or updating the Patient Summary (PSA), as well as issuing an Electronic Prescription (EP), depending on the purpose of the visit and the context of care provision.

If the individual is a citizen of another European country, you may proceed with retrieving their Patient Summary (PSB).



Figure 38: National Contact Point Portal – Home Page
Select “European Citizen.”

Provision of Services by Pharmacists

Dispensing an Electronic Prescription

Dispensing a Cross-Border ePrescription for a European Citizen in Cyprus (eD)

The Electronic Prescription (ePrescription) service is provided to European citizens traveling to Cyprus who wish to use the Cross-Border eHealth Services to obtain medications prescribed in their country of residence. The purpose of this process is to ensure that, when visiting a pharmacy in Cyprus, pharmacists have immediate and secure access to the citizen's electronic prescriptions, guaranteeing continuous and safe medication dispensing. The prescription becomes available to pharmacies in Cyprus through the National Contact Point (NCPeH) and can be used immediately for dispensing. Citizens must be informed that their prescription data will be processed in Cyprus in order to complete the dispensing. Pharmacists operating in Cyprus can dispense only cross-border prescriptions using the NCPeH platform, where, using the patient's details, they retrieve the prescription through the patient's home country's national contact point system and dispense it via the NCPeH application. The doctor either saves or discards entry. If neither action is taken, the data is automatically deleted after 24 hours.



Figure 39: Selection of the European Citizen's Country Eligible for Cross-Border Services.

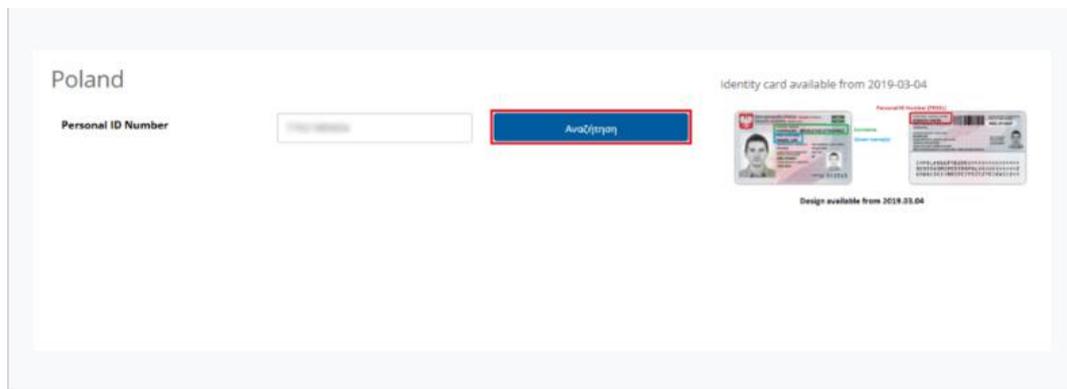


Figure 40: Searching for a Patient from Poland. The search is performed using the Personal Identification Number

Figure 41: Verification of Patient Information and Request for Retrieval of Cross-Border Documents

The pharmacist will log into the ESE system, where they will be prompted to complete identification and authentication. Next, after selecting the service “Cross-Border Electronic Prescription Dispensing” (eDispensation – eD), they will choose the ESE of the relevant Member State, enter the patient information required by that Member State, and proceed to dispense the prescription. The dispensing record is transmitted via the cross-border NCPeH CY gateway to the patient’s home country National Contact Point.

It should be noted that the system does not allow domestic dispensing of prescriptions registered in the ESE. For example, pharmacists based in Cyprus cannot dispense a cross-border prescription for a Cypriot citizen issued within Cyprus. The system does not provide the option to select the same country for prescription dispensing, ensuring compliance with the relevant legislation on Patients’ Rights in Cross-Border Healthcare (Law N. 149(I)/2013).

Medication selection is made from a predefined list of medicines with specific codes agreed at the European level, as provided by the pharmaceutical services. These codes refer not to the brand name but to the active substances, dosage form, etc. During electronic prescription processing, certain rules and restrictions apply: the system allows only one medicine per prescription, so multiple medicines require separate prescriptions. The prescribing physician should be aware that:

A medicine legally prescribed in one European country, as part of the official pharmaceutical list, may be classified as restricted or controlled in Cyprus. Particularly for controlled substances (e.g., opioids, sedatives, psychotropics), legislation can vary

significantly between EU Member States. If a physician issues an electronic prescription for a controlled medicine, it is the patient’s responsibility to ensure that the medicine is permitted in Cyprus and that the prescription is legally executable under the legislation of that Member State.

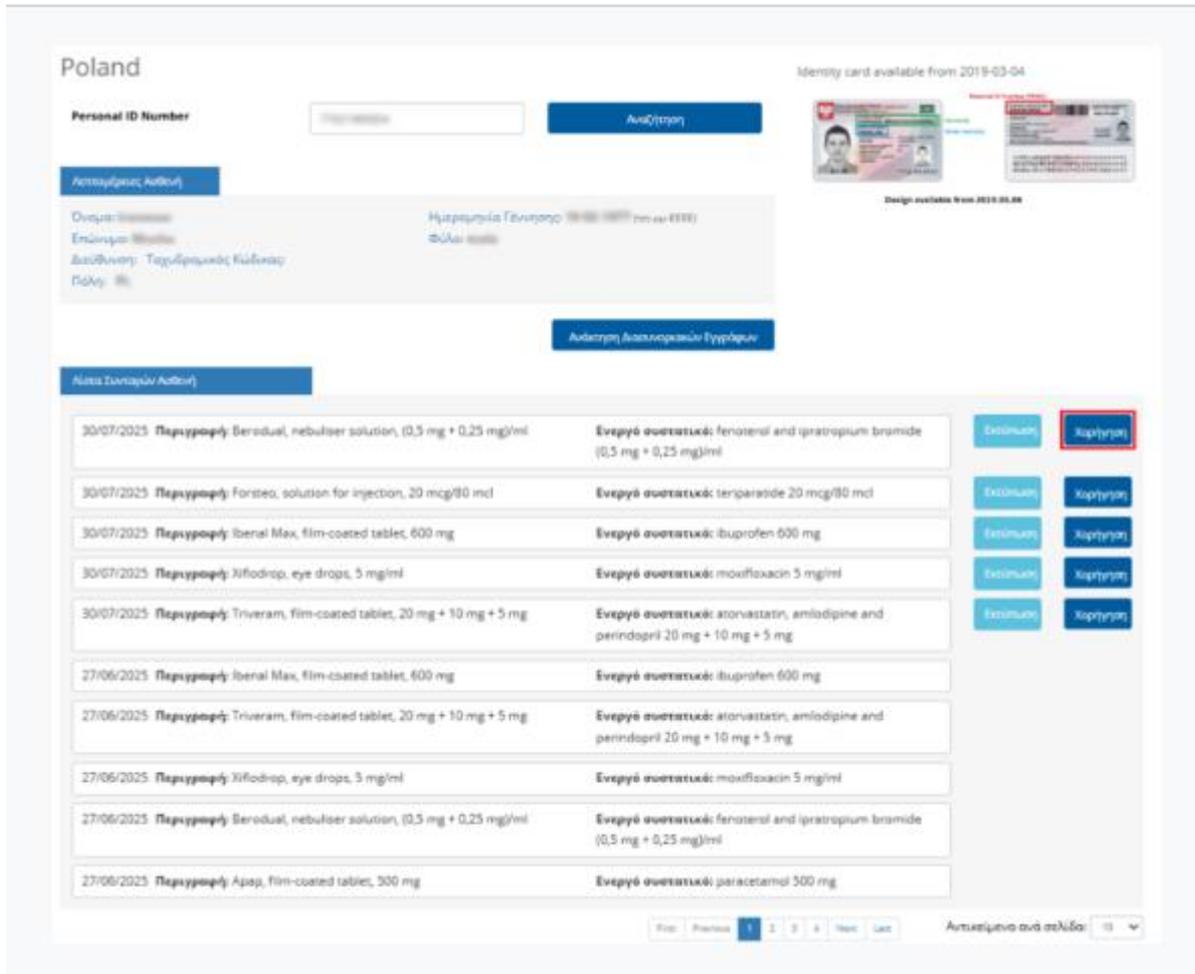


Figure 42: Selecting the Dispense Option for a Specific Electronic Prescription

Dispensation Form

Brand Name (Search medicines by ATC code | name: R03AL01 | fenoterol and ipratropium bromide)

ATC Code | Name

Strength

Package Description*

Number of packages*

Quantity*

Units per Intake*

Frequency of Intake*

Frequency of Intake Unit*

Duration of treatment*

Duration Units*

Select Pharmacy*

Substitution* - Mark the checkbox if brand name (when allowed) has been substituted or package size has been changed

* If substitution of brand name is marked as not allowed, pharmacists may still consider dispensing the national equivalent even though the brand name might be slightly different.
This is a known situation: the same pharmaceutical company is marketing the same medicinal product in different countries with slightly different names due to marketing reasons.
If the pharmacist is certain that this is the case, the systems allows the input of the new brand name.

Dispense

Figure 43: Electronic Prescription Dispensation Form

Frequently Asked Questions (FAQ)

How can a patient's identity be verified?



Each country has defined the required identification documents for the use of Electronic Prescription Services (ePrescription). As healthcare professionals, it is essential to consult the National Contact Point for eHealth (NCPeH) of the country from which the prescription originates. Patient identification is carried out by presenting the appropriate identification document. Through the NCPeH online portal, you select the country that issued the prescription and obtain information about the required documents, as well as the necessary details needed to locate the patient. Once the patient is found in the system, the available cross-border electronic prescriptions appear for dispensing. After dispensing, the prescription is clearly marked as executed and stored in the NCPeH of the issuing country. In which language should I write the electronic prescription?

You must enter the prescription in the language of your country of residence. When the patient requests medication in the country of travel, the pharmacist will receive the prescription both in the original language and in the language of the destination country. The translation is performed automatically through the underlying digital infrastructure, facilitating the pharmacist's understanding and execution of the prescription.

How do I access the patient's data?

Once you have logged into the pharmacy information system and verified the patient's identity, you will request access to the patient's data through the underlying digital infrastructure. If the data are not available for cross-border electronic exchange, the system will notify you of their unavailability.

Before accessing the Electronic Prescription, it is necessary to inform the patient about how their health data will be processed in the country of travel.

If you are unable to access the Electronic Prescription, the system will display an error message and inform you of the reason. One possible cause is that the patient did not pre-authorize the availability of their health data before leaving their country of residence.

In this case, depending on the Member State, you should advise the patient either to access the national online portal to grant permission or to contact their physician upon returning to their country of residence.

What data can I access?

The data you can access regarding electronic prescriptions include administrative information about the patient and the prescribing healthcare professional, prescription verification, identification of the prescribed medication, and prescription-related information such as patient characteristics that are necessary for safe dispensing.

Can I contact the patient's doctor if I have questions?

The contact details of the prescribing doctor are included in the Electronic Prescription. Therefore, if needed, you can reach out to them for clarifications or additional information.

In which language can I access the patient's data?

When you retrieve the patient's Electronic Prescription on your computer, it will be available both in the patient's language and in your own language. The prescription is automatically translated into your language by the underlying digital infrastructure. Some information may be missing if translation was not possible.

In which language should I assist the patient / provide information about the medication?

You will have access to the patient's Electronic Prescription in your own language as well as the original prescription in the patient's language. You can refer to the original version, as it may contain additional information that will help you dispense the prescription correctly. However, it is important to explain the medication's use to the patient in your language or another language you are proficient in, to ensure proper administration. In

some cases, the package leaflet is also available in multiple languages, facilitating the patient's understanding.

How is reimbursement arranged? Does the patient have to pay for the medication even if it is reimbursed in their home country? What happens if the medication is reimbursed in their home country rather than in the country of travel?

The patient must pay the full cost of the medication in the country they are visiting. Upon returning to their country of residence—that is, the country where the electronic prescription was issued—they can request reimbursement from the competent health insurance authority. Reimbursement depends on the rules of the national health insurance system of the country of residence. The reimbursement is based on the amount that the patient's insurance would have covered if the same pharmaceutical service had been provided within the home country. If the cost abroad is higher, the patient is responsible for covering the difference.

.(*) References:

European Commission – “My Health in the EU” (Digital exchange of electronic prescriptions and Patient Summaries)

#DigitalHealth, ec.europa.eu/health/ehealth/digital_health_en