



Republic of Cyprus



# “ MyHealth@EU” Beneficiary User Guide



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



Χρηματοδοτείται από  
την Ευρωπαϊκή Ένωση  
NextGenerationEU



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

Κύπρος — το αύριο

ΣΧΕΔΙΟ ΑΝΑΚΑΜΨΗΣ ΚΑΙ ΑΝΘΕΚΤΙΚΟΤΗΤΑΣ



The present guide is intended for citizens who use the National Contact Point for eHealth Portal in order to gain access to the Electronic Cross-Border Health Services.

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# Information about the Electronic Cross-Border Health Services

Health is a fundamental value and one of the most important areas of social policy in the European Union. It directly affects quality of life, social cohesion, and the functioning of national welfare systems. The free movement of people and services, a core principle of the EU, has made it necessary to develop modern healthcare mechanisms that operate seamlessly across national borders.

By utilizing the electronic cross-border health services, citizens gain the ability to access their medical information and the necessary healthcare services, even when they are outside their place of permanent residence.

Today, every European citizen can feel greater safety and confidence:

- knowing that their essential medical information is available and protected in any Member State,
- having the ability to receive the necessary medication or medical care when traveling or temporarily residing abroad,
- ensuring that their care continues without gaps or delays, regardless of the country they are in.

Through the Electronic Cross-Border Health Services, citizens have the opportunity to consult healthcare professionals in the area where they are temporarily staying, with direct access to their Patient Summary and ePrescriptions.

The Digital Infrastructure for Health Services (eHDSI / MyHealth@EU) enables the secure and convenient transfer of medical data to any Member State whenever needed. Healthcare professionals in the host country gain access to critical information, such as allergies, chronic conditions, treatments, or medications, allowing them to provide the best and most personalized care.

The processing and storage of personal health data always comply with the legislation of the country where the treatment is provided, as well as with the General Data Protection Regulation (GDPR), ensuring the protection, confidentiality, and privacy of every citizen.

These services carry the brand “MyHealth@EU,” which serves as the common European recognition mark for the network of electronic cross-border health services, contributing to the optimal and faster response to health needs that may arise during a stay in another European Union country.

## Patient Summary

The Patient Summary is the core set of medical data that can be transmitted to another European Union country for the purpose of receiving treatment. Its aim is to provide healthcare professionals abroad with the necessary information to ensure correct, safe, and timely care for the patient. It includes critical details such as allergies and adverse drug reactions, current medications, past illnesses or chronic conditions, surgical procedures, and significant hospitalizations.

In this way, the document serves as a “digital emergency folder” that follows the patient wherever they are in the European Union.

## ePrescription & eDispensation

Electronic Prescribing (ePrescription) and Electronic Dispensation (eDispensation) are key European Union cross-border health services.

ePrescription is a core service within the European cross-border healthcare framework, allowing a patient to receive a prescription for medication from a healthcare provider in their country of residence and have it dispensed at a pharmacy in another EU country. The electronic prescription contains all the information found on a traditional paper prescription, including patient and healthcare professional identification details, as well as information about the prescribed medication.

eDispensation refers to the retrieval of the prescription from the pharmacy and the provision of the medication to the patient according to the prescription’s instructions. After dispensation, information about the dispensed medication is sent back to the country where the prescription was issued, ensuring accurate recording of the therapy and proper monitoring of the treatment.

The process is supported by legally authorized healthcare professionals and includes data that guarantees the legality and safety of the procedure. Specifically, it records the identification of the prescribing professional as well as the professional or pharmacist dispensing the prescription, in accordance with national legislation, along with details of the dispensed medication, such as dosage and date of dispensation.

Through electronic prescribing and dispensation, citizen mobility is enhanced, errors and therapy duplications are avoided, and continuity of care across the European Union is ensured. This service is a fundamental part of the MyHealth@EU digital infrastructure, ensuring that access to medicines and the management of prescriptions is secure, transparent, and respectful of personal data protection.

# Using the NCPeH Portal

## Key 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

After logging into the Government Secure Web Gateway (GOV.CY), select the “Health” option from the e-Services menu. This will display the field “Electronic Cross-Border Health Services.”

By selecting this field, you will be directed to the “National Contact Point for eHealth” platform.

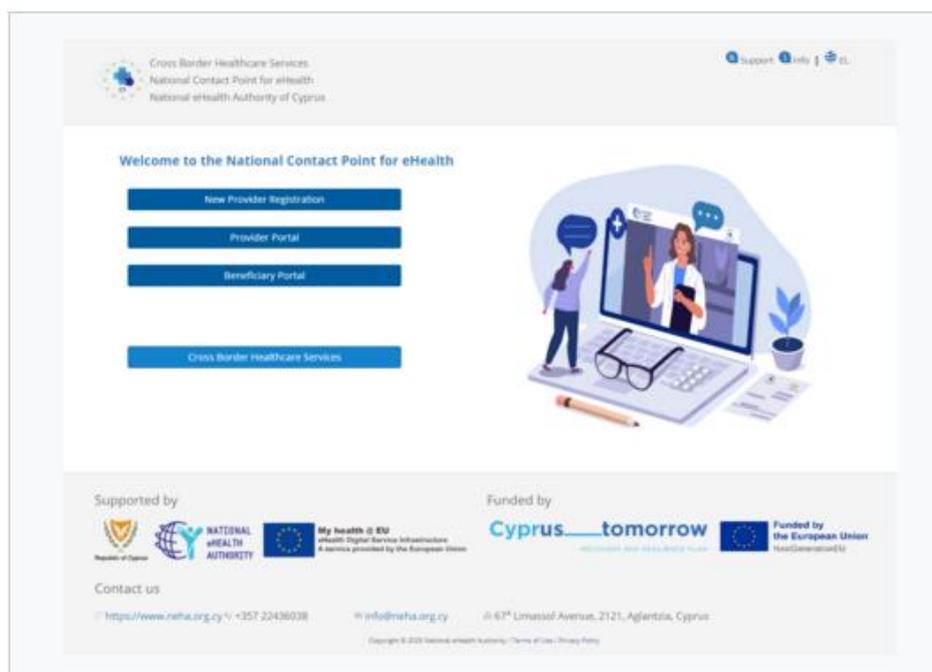


Figure 1: Central Portal of the National Contact Point for eHealth.

When the user accesses the cross-border healthcare platform, re-entering login credentials will be required in order to use the available services.

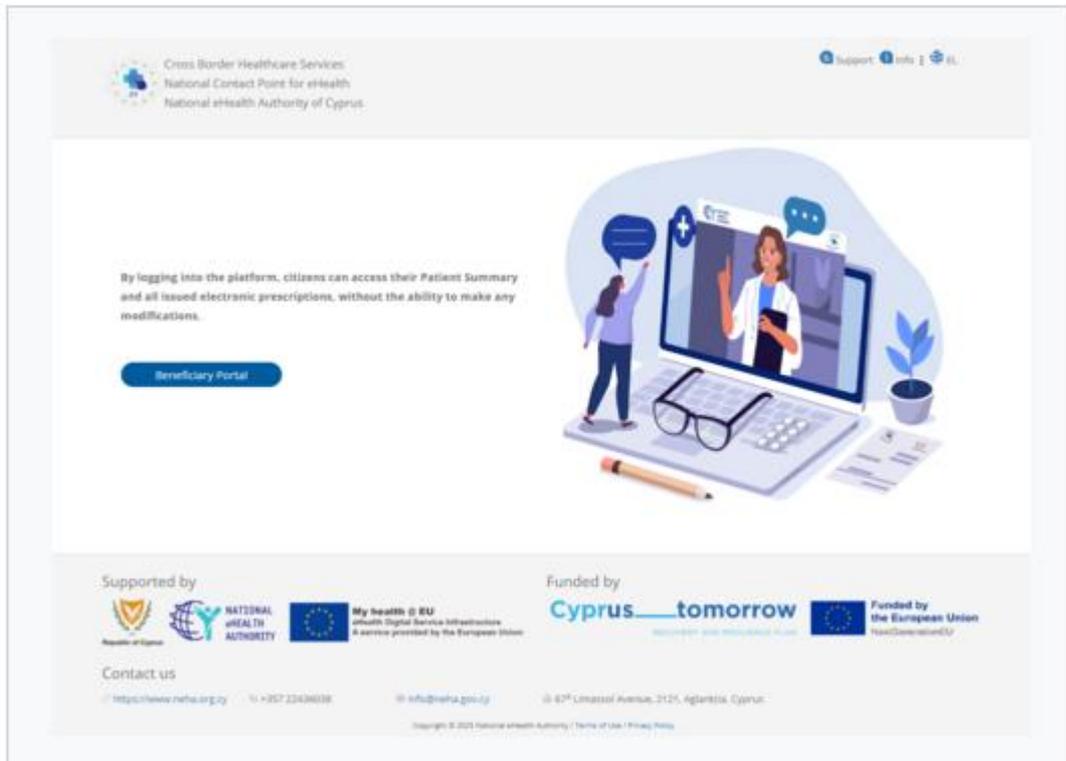


Figure 2: Beneficiaries Login Page on the National Contact Point (NCP) Platform

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 serves as a secure, personal digital account, providing access to various electronic services of the Republic of Cyprus.

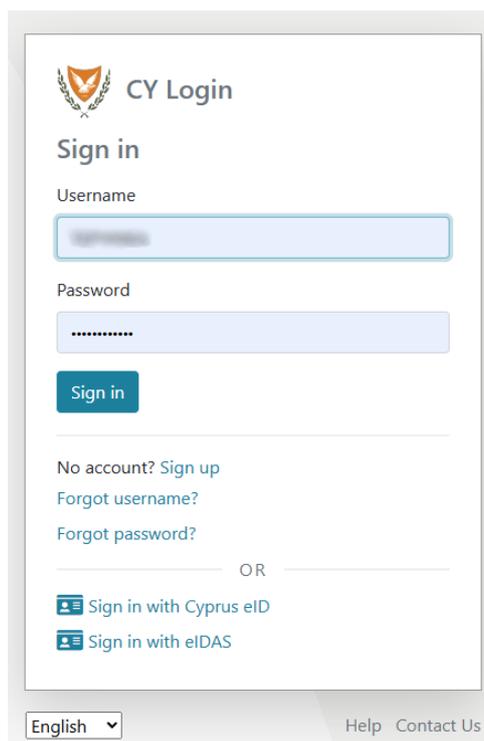


Figure 3: CY Login. Please enter your credentials.

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

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.

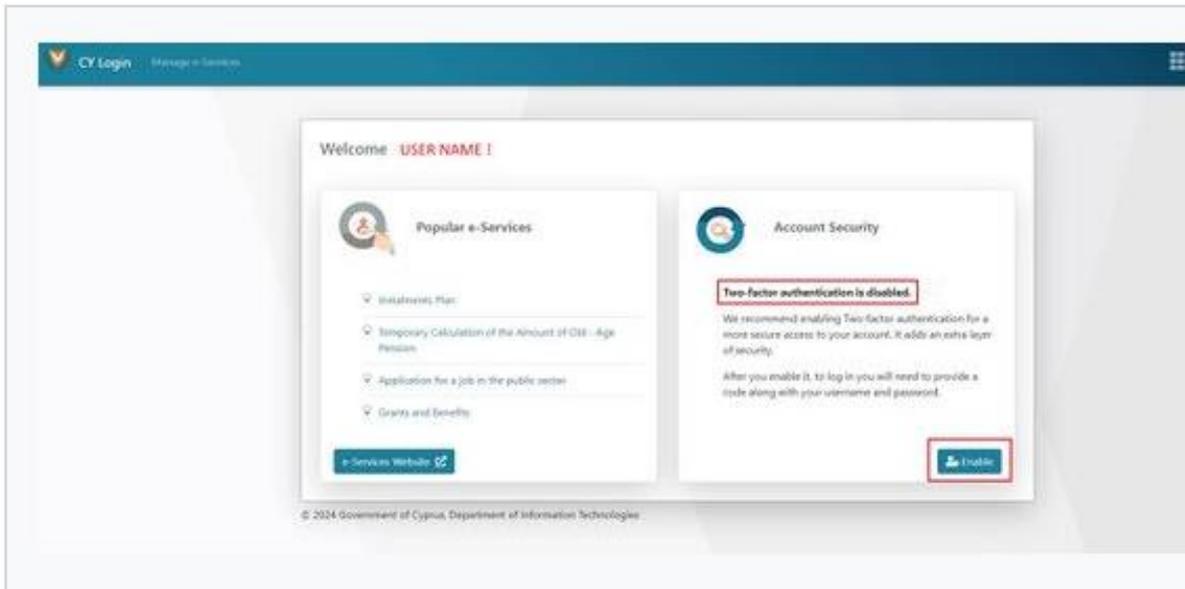


Figure 5: CY Login page. How to enable Two-Factor Authentication

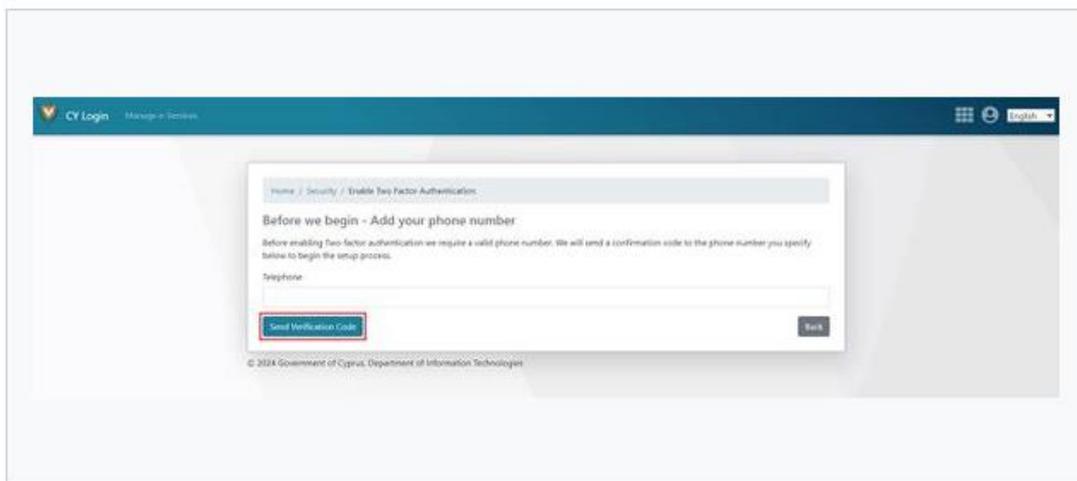


Figure 6: CY Login page. Send a verification code to a valid phone number

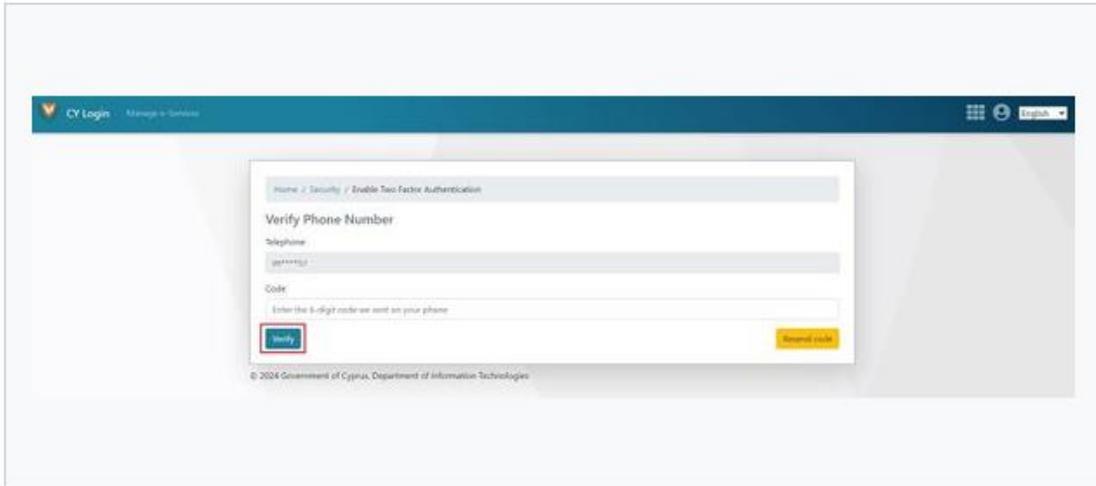


Figure 7: CY Login page. Enter the 6-digit code you received on your phone

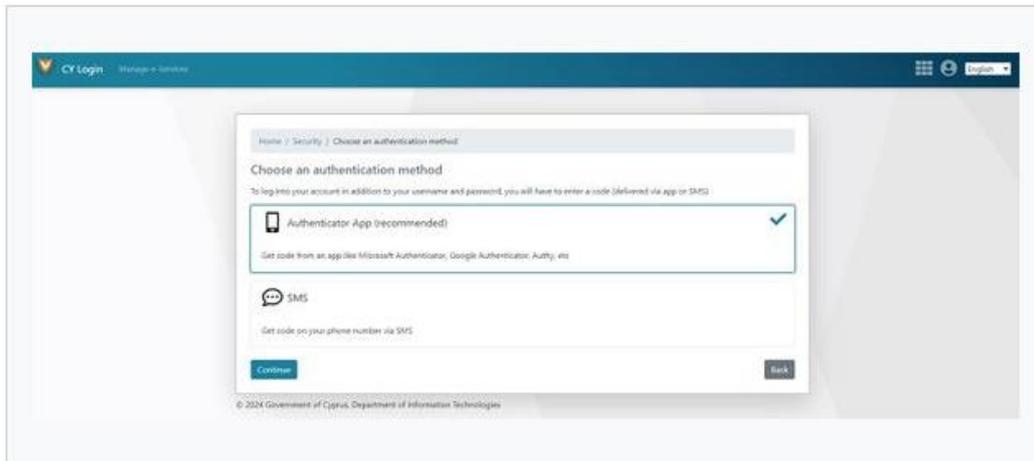


Figure 8: CY Login page. Choose an authentication method

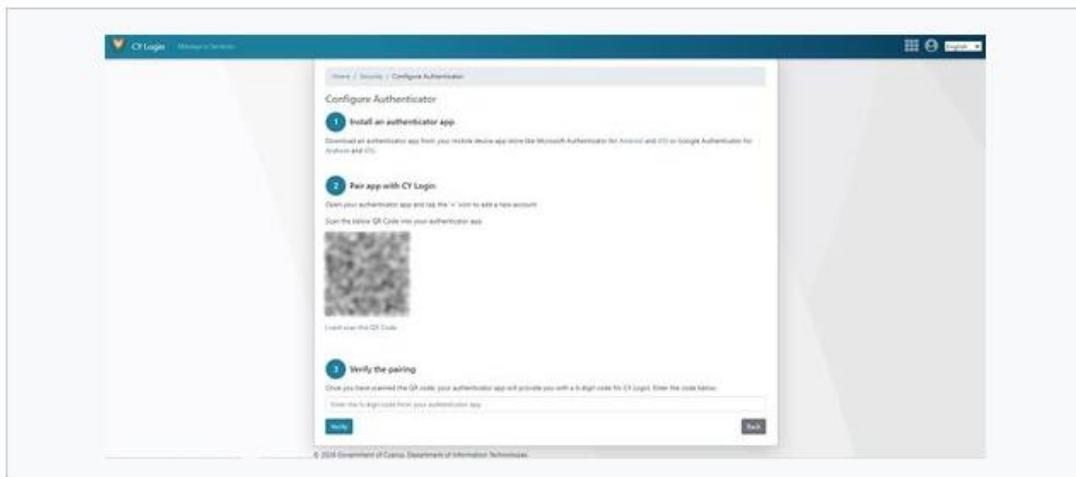


Figure 9: CY Login page. Configure Authenticator

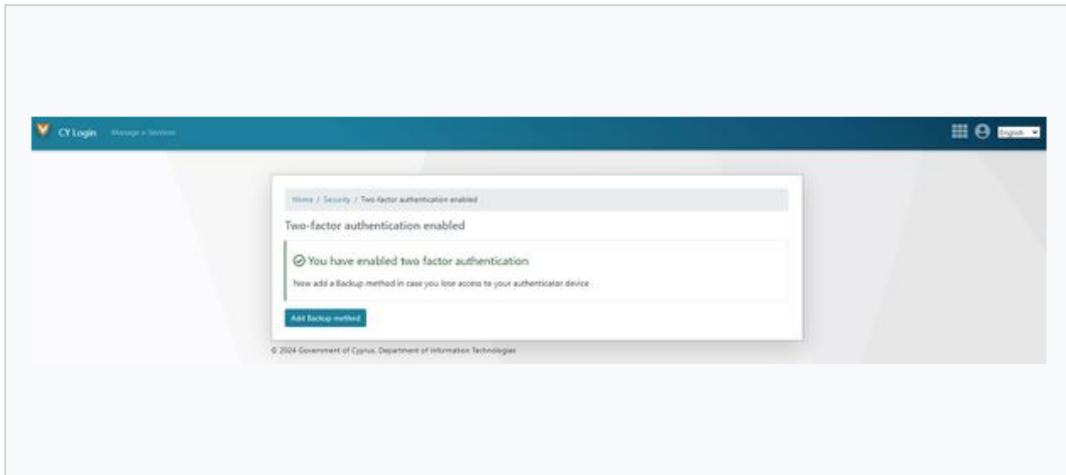


Figure 10: CY Login page. Two-factor authentication enabled

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.

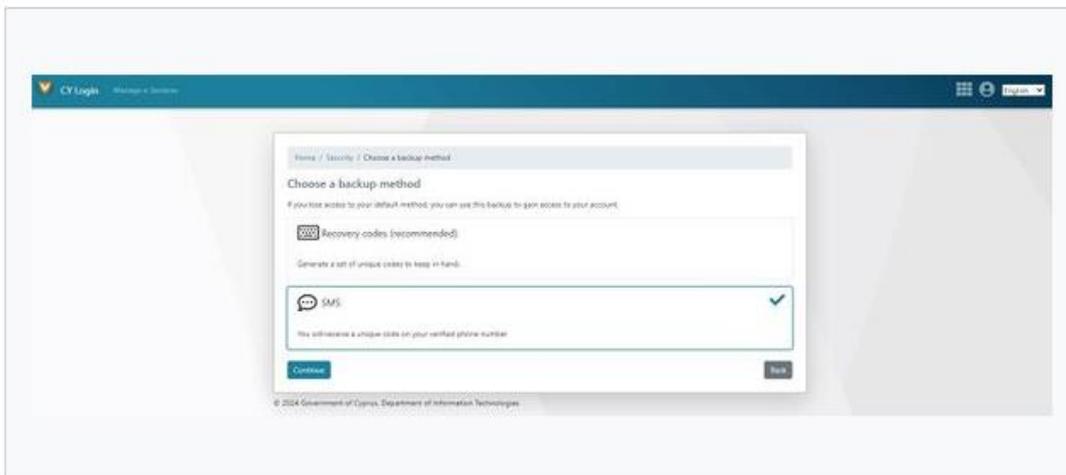


Figure 11: CY Login page. Choose a backup method.

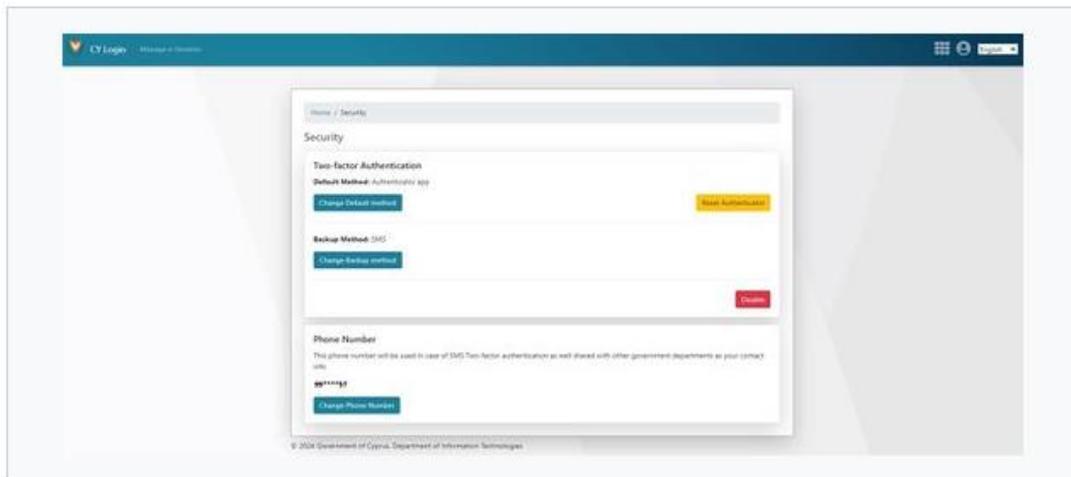


Figure 12: CY Login page. Change or disable Two-factor authentication.

## Accessing the National Contact Point

When entering the Portal, you can choose whether you want to view your Patient Summary or your ePrescriptions.



Figure 13: Beneficiary Main Menu.

## Providing Services to Citizens

### Viewing Citizens' Patient Summary

When you access your Patient Summary, you can view all important health information in a secure and easily understandable manner. The summary includes your personal details and the contact information of individuals who can be notified in case of an emergency. Additionally, you can track your medical and treatment history, current and past prescriptions, known allergies or drug reactions, as well as chronic conditions and significant diagnoses you have received.

You also have access to all versions of your health records, the treatments you are following, information about any implants, and the results of laboratory tests.

Viewing your Patient Summary provides immediate access to all key health information, allowing you to have a complete understanding of your health status and to share it securely with healthcare professionals, especially when traveling to another EU Member State. This enables healthcare professionals to deliver appropriate care more quickly and accurately, based on up-to-date and reliable data, while the emergency contact information ensures greater safety.

Patient Data Patient Clinical Data **Patient Summary Data**

**1** Patient Summary Versioning Information

Created Date	Author	Specialty	Nature	Custodian
September 15, 2025 10:38 AM	XXXXXXXXXXXX		Direct human intervention by an HP	National eHealth Authority of Cyprus
September 15, 2025 10:37 AM	XXXXXXXXXXXX		Direct human intervention by an HP	National eHealth Authority of Cyprus
September 15, 2025 10:34 AM	XXXXXXXXXXXX		Direct human intervention by an HP	National eHealth Authority of Cyprus
August 28, 2025 05:19 AM	XXXXXXXXXXXX		Direct human intervention by an HP	National eHealth Authority of Cyprus
August 26, 2025 05:33 AM	XXXXXXXXXXXX		Direct human intervention by an HP	National eHealth Authority of Cyprus

First Previous **1** 2 Next Last Items per page: 5

Figure 14: Version History of Patient Summary.

Patient Information

ID: XXXXXXXX Given Name: XXXXXX Surname: XXXXXXXXXXXX Date of Birth: 01/12/1980 Gender: XXXXX Telephone: XXXXXXXX

Collapse All Expand All

Patient Data Patient Clinical Data **Patient Summary Data**

Contact Persons (Number of active entries: 1)

**1** Contact Persons

Given Name	Family name/Surname	Address	Country	Telephone number	Email
XXXXXX XXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	CYPRUS	XXXXXXXXXX	XXXXXX.XXXXXX@gmail.com

First Previous **1** Next Last Items per page: 5

Figure 15: Preview of Contact Persons.

Patient Data	Patient Clinical Data	Patient Summary Data
Allergies (Number of active entries: 3)		+
Vaccinations (Number of active entries: 8)		+
History of Past Illness (Number of active entries: 1)		+
Surgical Procedures (Number of active entries: 1)		+
Current Problems/Diagnosis (Number of active entries: 1) Last Six (6) months		+
Medical Devices and Implants (Number of active entries: 1)		+
Treatment recommendation (Number of active entries: 1) Therapeutic recommendations that do not include drugs		+
Autonomy/Invalidity (Number of active entries: 1)		+
Medication Summary (Number of active entries: 2) Drugs only		+
Social History (Number of active entries: 0) Observations related to: smoke, alcohol, diet and exercise		+
Physical Findings (Number of active entries: 1)		+
Diagnostic Tests (Number of active entries: 1)		+

Figure 16: Patient Data Preview.

Allergies (Number of active entries: 2) -				
ⓘ Allergies and intolerances <span style="float: right;">Has information about allergies ▾</span>				
Onset Date	Allergy/Intolerance description	Reaction Description	Allergen description	Severity
02-02-2025	Intolerance to substance	Itching of skin	Chocolate	Mild
16-04-2024	Intolerance to substance	Cardiac arrhythmia	polynoxylin	Moderate

Figure 17: Details of Allergies

**Surgical Procedures** Has known procedures

Procedure Date	Description
Jun 3, 2025	Coarctation angioplasty

Items per page:

Figure 18: Details of Prior Surgical Procedures.

**Current Problems/Diagnosis** (Number of active entries: 1)  
Last Six (6) months

**Current Problems/Diagnosis** (Last Six (6) months) Has medical problems?

Onset Time	ICD-10	Problem/Diagnosis Description
Jun 11, 2025	R84.2	Abnormal findings in specimens from respiratory organs and thorax; Abnormal level of other drugs, medicaments and biological substances

Items per page:

Figure 19: Details of Current Issues/Diagnoses

**Medication Summary** (Number of active entries: 2)  
Drugs only

**List of current medicines** (Drugs only) Has medication info

Onset date of treatment	Medicinal product name - Active ingredient (ATC)	Strength of the medicinal product	Pharmaceutical Dose Form	Number of units per intake	Frequency of intakes	Duration of treatment
Sep 15, 2025	DEPON MAXIMUM EFFERVESCENT TABLET 1G paracetamol (N02BE01)	1G	EFFERVESCENT TABLET	1 TABLET	Every 2 day	3 day
Sep 15, 2025	DIAMICRON MR MODIFIED-RELEASE TABLET 30MG gliclazide (A10BB09)	30MG	MODIFIED-RELEASE TABLET	1 TABLET	Every 2 day	3 week

Items per page:

Figure 20: Medication History Preview

## Viewing an ePrescription

Πληροφορίες Ασθενή

Ταυτότητα: ██████████ Όνομα: ██████████ Επώνυμο: ██████████ Ημερομηνία γέννησης: ██████████ Φύλο: ██████████ Τηλέφωνο: ██████████

📌 Ηλεκτρονικές Συνταγές (μόνο για διασυνοριακές υπηρεσίες υγείας)

📄 Όλες Κατάστασης:

Αναγνωριστικό Συνταγής	Ημερομηνία Έκδοσης Ασφάλειας	(Κωδικός ATC) Περιγραφή	Κατάσταση
CY2025071100000036	11/07/2025	(M05BX04) denosumab 60MG	Active
CY2025071100000035	11/07/2025	(J07AH09) meningococcus B, multicomponent vaccine 0.5ML/DOSE	Deleted
CY2025071100000035	11/07/2025	(J07AH09) meningococcus B, multicomponent vaccine 0.5ML/DOSE	Deleted
CY2025070900000033	09/07/2025	(G01AF02) clotrimazole 2%	Active
CY2025070900000031	09/07/2025	(G01AF02) clotrimazole 1%	Active

First Previous 1 2 Next Last Αντακείμενα ανά σελίδα: 5

Figure 21: Electronic Prescriptions for Cross-Border Health Services.

CY2025070300000020 03/07/2025 (J02AC01) fluconazole 50MG Active

📄 Περιγραφή Δημοσιεύθηκε: 03/07/2025

Εμπορική Ονομασία: FLUCOZAL CAPSULE, HARD 50MG  
 Δόση: 50MG  
 Μορφή Δόσης Φαρμάκου: CAPSULE, HARD  
 Συσκευασία: 1 x (PACK WITH 14 CAPS IN BLISTER(S))

Κωδικός ATC: J02AC01  
 Ενεργό συστατικό: fluconazole

📄 Θεραπεία

Ποσότητα: 1 CAPSULE  
 Συχνότητα Λήψης: EVERY 1 DAY(S)  
 Οδός Χορήγησης: ORAL USE

Διάρκεια Θεραπείας: 7 day  
 Ημερομηνία Έναρξης (Day/Month/Year): 03/07/2025

Συμβουλές προς το Διοριστή: Advice on how to take the box is intended for both the husband and the wife  
 Οδηγίες προς τον Ασθενή: one capsule after lunch for both the husband and the wife

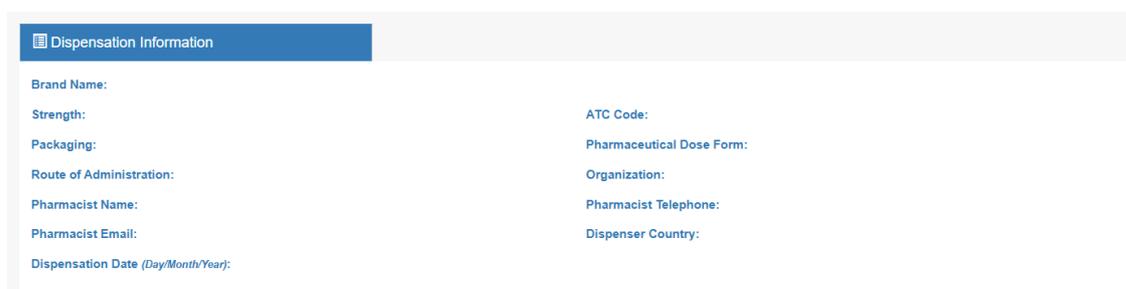
Figure 22: Electronic Cross-Border Prescription Information

## Electronic Prescription Dispensation

Through the ePrescription service, citizens can monitor all their prescriptions in one place, including both active and fulfilled prescriptions. For fulfilled prescriptions, detailed information is provided, such as which medication was dispensed, which pharmacist carried out the dispensation, the country where it was dispensed, and the date of dispensation. This gives citizens a complete overview of their medication history and treatment progress.

Additionally, it is possible to fill electronic cross-border prescriptions registered in Cyprus at pharmacies in EU Member States that support the Electronic Cross-Border Health Services. This means that when traveling or temporarily residing in another country, citizens can continue their treatment without needing a new prescription.

This service is particularly important as it ensures continuity of care, reduces the risk of treatment interruption, and offers greater flexibility and security for citizens. At the same time, data privacy is protected, and healthcare professionals have access to reliable and up-to-date information for the correct administration of medications.



Dispensation Information	
Brand Name:	
Strength:	ATC Code:
Packaging:	Pharmaceutical Dose Form:
Route of Administration:	Organization:
Pharmacist Name:	Pharmacist Telephone:
Pharmacist Email:	Dispenser Country:
Dispensation Date (Day/Month/Year):	

*Figure 23: Information from the Dispensation of an Electronic Cross-Border Prescription*

It should be noted that the system does not allow domestic dispensation of prescriptions registered in the NCPeH.

The selection of medicines is made from a predefined list of drugs with specific codes that are agreed upon at the European level, as provided by pharmaceutical authorities. These codes refer not to the brand names but to the active substances, pharmaceutical

forms, etc. During the electronic prescribing process through the system, specific rules and restrictions are applied. The system allows only one medicine per prescription; multiple medications require separate prescriptions.

A medicine legally prescribed in one European country, as part of the official pharmaceutical list, may be classified in Cyprus as a prohibited or controlled substance. In the case of controlled medicines (e.g., opioids, sedatives, psychotropics), legislation can vary significantly between EU Member States. If your doctor issues an electronic prescription for a controlled medicine, the patient is responsible for checking and ensuring whether that medicine is permitted in the host country and whether the prescription can be legally dispensed according to that country's legislation.

## Data Security and Privacy

Patient Summaries (PS) are stored in the system in an encrypted format, and access is only granted after entering a One-Time Password (OTP) sent by the system to the registered phone number.

Privacy is ensured through the following encryption and hashing mechanisms:

1. The NCPeH does not store citizens' identification data directly in the system but as a hash identifier generated from the document type, document number, date of birth, and an alphanumeric code registered securely in the system. This data is irreversible.
2. Patients' medical data is stored encrypted using symmetric encryption (AES 256). The decryption key cannot be accessed by the programming interface (API) handling the encrypted data except when a valid OTP is provided for the specific patient (hash identifier). In this case, the decryption key is retrieved from the secure keystore and temporarily loaded into memory to decrypt the data.

As a result, no one—including NCPeH personnel—can access or decrypt the data without the unique OTP.

This process ensures the patient's access rights in accordance with Article 15 of the GDPR. Each patient can access their own Patient Summary, prescriptions, and other related documents stored in the NCPeH (Beneficiary Portal) through their account on the Gov.cy portal.

Regarding retention, Patient Summaries are kept for 15 years from the last update and are automatically deleted afterward unless the patient requests deletion. It is important to note that Patient Summaries of citizens traveling from other EU countries are never stored in the system.

## Frequently Asked Questions

### Why do we need Electronic Cross-Border Health Services in Europe? What are the benefits for European citizens?

Thanks to these services, European citizens will be able to enjoy healthcare as if they were in their own country, even when traveling to other EU Member States. For example, they will be able to obtain their medications from a pharmacy without needing a paper prescription and without worrying about language barriers.

At the same time, doctors in the country of travel will have access to the necessary medical data through the Patient Summary, which can be life-saving in emergency situations. Furthermore, it will improve the quality of medical assessment by allowing doctors to access critical information, such as possible drug allergies or the patient's recent medical history.

### How does it work?

The pharmacist in the patient's destination country can access, via computer, the electronic prescription issued by the doctor in the patient's country of residence and dispense the prescribed medication.

When citizens travel from their home country to another European country and require medical care, doctors will be able to access the Patient Summary. This summary contains the patient's essential medical information, helping doctors recommend appropriate treatment, avoid potential risks (such as allergies), and overcome language barriers.

For the full operation of these services, citizens will be informed in advance about the availability of their health data in cross-border services before their trip. In some countries, citizens' explicit consent may be required for their health data to be accessible abroad.

To ensure the smooth cross-border exchange of health data, it is necessary that this data be made available so that pharmacists and doctors in the patient's destination country can access it. The necessary IT infrastructure has been established both at the European

and national levels to facilitate this exchange and guarantee the security and reliability of the data.

## How are my personal data protected?

In Cross-Border Electronic Services, your personal data will always be protected and managed in accordance with the applicable European Union legislation and the current practices in your country of residence, as well as in the country to which you are traveling.

In some countries of residence, the cross-border exchange of your health data may be automatically permitted by law, without any action required on your part. In other countries, however, you will need to actively give your consent for this exchange, which usually means signing a document (similar to a privacy statement). This process can be completed either by contacting your doctor or electronically through a specific website or online portal designated by your national authority.

Please note that if you do not give your consent in your country of residence before your departure, the pharmacist or doctor in the destination country will not have access to your health data. This means that it will be impossible for doctors or pharmacists to use your data to determine treatment or provide healthcare services during your trip.

In your destination country, you may also be asked to sign an additional document (similar to a privacy statement), which will allow the pharmacist or doctor in that country to access your health data. It is important to know that your health data are exchanged through a secure communication channel, and access to them is limited to healthcare professionals (doctors or pharmacists) who are clearly identified and authorized to handle them with the utmost security and respect for the protection of your personal data.

## What should I do to make my health data available for cross-border exchange?

Depending on the Member State, you may be required, before your departure, to check through your doctor or your national patient portal whether your health data are automatically available for electronic cross-border services, or whether you need to give your consent.

Citizens who are permanent residents of the Republic of Cyprus must give their consent to a doctor in Cyprus in order for their health data to become available through the Cross-Border Electronic Health Services. Make sure to have an identification document with you.

## Do I have access to the same healthcare services in the country I am visiting as the citizens who live there?

As an EU citizen, if you unexpectedly fall ill during a temporary stay abroad, you are entitled to all medically necessary treatment that cannot be postponed until your return. You have the same healthcare rights as citizens who are insured in the country where you are staying.

Always make sure to carry your European Health Insurance Card (EHIC) during your travels. This card proves that you are insured in an EU country and facilitates payment and reimbursement procedures. If you do not have your card with you, or if you cannot use it for any reason, you cannot be denied access to the necessary treatment. However, you may be required to pay the costs upfront and submit a reimbursement claim upon your return.

## What document should I have with me when I go to a pharmacy or consult a doctor abroad?

When you request your medicines at a pharmacy in the country you are visiting or when consulting a doctor there, you must prove your identity. Each country has defined the type of identification document required to identify the patient when using an electronic prescription. It is important to check with your national contact point for eHealth which identification document you should have with you.

For the use of Cross-Border Electronic Health Services, citizen identification with the corresponding document is mandatory. Cypriot citizens are identified with their Cypriot Identity Card (ID), while citizens of other EU Member States residing in Cyprus use the Registration Certificate (“Yellow Slip”), which includes their ARC number.

## I don't speak the pharmacist's language. How will the pharmacist get the correct information from my doctor?

Pharmacists in the country you are visiting will receive your electronic prescription in their own language, as well as the original version of the prescription in your language. This means that the prescription originally issued by your doctor will be available in the pharmacist's system in both languages, facilitating understanding and ensuring the correct dispensing of your medicine.

## How will I know how to take the medicine?

The terms of use for the medicine (the package leaflet) will be available in the language of the country you are visiting and may also be available in other languages. As for the specific instructions for you as a patient, these will be available in your language, and the pharmacist will explain to you, as clearly as possible, how to take your medicine, ensuring that you fully understand the instructions and precautions.

## Will I be reimbursed for the medicines and medical visit when I return to my country, and how can I apply for reimbursement?

You will need to pay the full cost in the country you are visiting. You can request reimbursement from your insurer when you return to your country of residence (the country where the prescription was issued). Reimbursement will then be granted or not, depending on your national health insurance system.

My prescription is quite common. Why can't the pharmacy in the country I'm visiting dispense the medicine?

Unfortunately, there is no absolute guarantee that a specific prescription can be dispensed. The availability of medicines in a pharmacy in the country you are visiting may differ from that in your country of residence. The pharmacy may not have the medicine in stock, and there may be no suitable substitute available. Additionally, the medicine in question may not be authorized for sale in the country you are visiting. The pharmacist may also refuse to dispense a medicine due to national substitution rules for

pharmaceutical products. Each pharmacy dispenses medicines in accordance with the laws and regulations of the country in which it operates.

### **I was unable to obtain a medicine from a pharmacy in the country I'm visiting, but I need it urgently. What should I do?**

Ask for a prescription from a doctor in the country you are visiting.

### **I am a European citizen, and during my trip to another European country, I was issued an electronic prescription. Can I get the prescribed medicine from my country of residence?**

No, such a prescription cannot be dispensed in your country of residence using the Cross-Border Electronic Health Services. However, if you have received a printed copy of your prescription and it includes all the required information, the pharmacy in your country of residence will be able to dispense the medicine to you.

### **Can I buy medicines on behalf of someone else, for example, my child or my spouse?**

To act on behalf of another person, you must follow the applicable regulations of each country. This mainly depends on the national provisions implementing data protection laws in each country. Depending on the country and your specific situation, you may be required to provide additional documents as proof of authorization to act on someone else's behalf, such as an identity card, a birth certificate (if you are acting for a minor), or a power of attorney. Please note that in some countries, acting on behalf of another person in such situations may not be allowed.

### **Is it possible for the healthcare professional in the country I am visiting to contact my doctor in my country of residence?**

The contact details of the doctor who issued the patient's prescription or prepared the Patient Summary are included in both the Electronic Prescription and the Patient Summary. Therefore, if necessary, direct communication with the doctor is possible for clarifications or to obtain additional information.

## How can a healthcare professional access my data?

When a healthcare professional retrieves the patient's Electronic Prescription or Patient Summary through their computer, the data appear both in the patient's language and in the professional's own language. The translation of the electronic prescription into the healthcare professional's language is carried out automatically by the underlying digital infrastructure. In some cases, certain information may be missing if it could not be translated.

## How is reimbursement handled? Do I have to pay for the medicine even if it is reimbursed in my country? What if the medicine is reimbursed in my home country but not in the country I'm visiting?

The patient must pay the full cost of the medicine 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 apply for reimbursement from the competent insurance authority. Reimbursement depends on the rules of the national health insurance system of the country of residence. The amount reimbursed is based on what the insurance institution (for example, GHS in Cyprus) would have paid if the same pharmaceutical service had been provided within the country. If the cost abroad is higher, the patient is responsible for paying 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](https://ec.europa.eu/health/ehealth/digital_health_en)