Republic of Cyprus

NATIONAL eHEALTH AUTHORITY

Patient Information Notice about Electronic Cross- border Patient Summary & Electronic Cross- Border Prescription Services for patients travelling to Cyprus

CROSS BORDER HEALTHCARE SERVICES CY

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Purpose of the Patient Information Notice

The purpose of this Patient Information Notice is to inform European patients about the processing of their personal and health data in the context of Cross-Border Healthcare Services within the European Union. In particular, it explains how patient data are exchanged, accessed, and protected when: (i) prescribed medicines are dispensed in a pharmacy located in Cyprus (cross-border eDispensation), or (ii) healthcare services (treatment) are provided by a healthcare provider in Cyprus, when the Patient Summary of a European citizen is retrieved (cross-border eHealth/treatment). The Notice aims to ensure transparency regarding the categories of data that may be processed, the legal basis and safeguards applied, the responsibilities of the entities involved, and the rights patients may exercise under the applicable legislation in Cyprus where the service is provided. This document is intended for patients travelling to Cyprus.

General Information about MyHealth@EU

1. What is MyHealth@EU

MyHealth@EU, also called the eHealth Digital Service Infrastructure (eHDSI) enables safe and easy access to your health data for healthcare professionals involved in your treatment and the provision of medicines - anytime and anywhere within the EU. This is done by electronic means through secure gateways provided by National Contact Points for eHealth (NCPeH) designated by each country.

Within the framework of the present processing, the National eHealth Authority assumes the role of Data Controller with respect to the personal data of the data subjects, which it processes solely for the purpose of fulfilling the intended objective

2. Who can use this service?

These services are available to patients whose country of residence participates in the electronic cross-border data exchange system and who are able to present the appropriate identification document, as defined by their country of residence.

For the cross-border provision of healthcare services (treatment), patients must also have an electronic Patient Summary, provided that they have given their consent for their data to be accessed. If the patient travels to Cyprus, the healthcare professional will not be required under any circumstances to request the patient's consent in order to access their data. Once the patient has been identified on the basis of their official identification document, the healthcare professional will be able to view the patient's summary as well as their electronic prescriptions. The patient must be identified in advance, and the type of identification document required is determined by each country. Once the patient has been identified, the healthcare professional informs the patient regarding the processing of personal data in Cyprus. For visitors from other European countries, the Patient Summary is not retained. Your medical data will be processed exclusively for the purpose of your personal treatment

For the cross-border dispensation of medicines (ePrescription), patients must also possess a valid electronic prescription, based on which they can purchase medicines in another participating country. The prescribed medicine must always be dispensed directly to the person named on the prescription, who must be identified before the transaction takes place. As with treatment, the type of identification document is defined by each country. Once the patient has been identified, the pharmacist informs the patient regarding the processing of personal data in Cyprus. Prescriptions dispensed to European visitors will be kept for five years in the records of the pharmacist who processed the electronic prescription.

3. What are the categories of your personal health data can be accessed?

- **Patient Summary** – the most important information about your health is collected from the country where it is stored, such as your home country, in order to use it for your treatment in another country. The patient summary includes information on important patient data such as allergies, current medication, previous illnesses and surgeries that are necessary to treat you properly abroad
- **Electronic prescription and dispensation** - you can get a prescription for medicine from a healthcare provider in one country and receive medication through a pharmacy in another

EU country. The electronic prescription contains essentially the same information as a regular paper prescription, i.e. identification of the prescriber, the patient and the medicine prescribed. The electronic dispensation includes information about the medicine dispensed. This information will be sent by the pharmacy back to the country that issued the prescription.

- **Original clinical documents** – original documents containing your health information, that include:
    - **Laboratory Results** - clinical documents containing the results of laboratory tests, stored in the Country of Affiliation.
    - **Hospital Discharge Reports** - clinical document generated by the healthcare provider where the patient was treated, both as an inpatient and an outpatient, which gathers the main findings, stored in the Country of Affiliation.
    - **Medical Imaging Reports** - clinical documents containing the reports on images studies and,
    - **Medical images -** when requested, the images (e.g. in DICOM standard), stored in the Country of Affiliation.

This personal health data is available in so far as it is already recorded in electronic form in your home country.

The source(s) of this data varies from country to country.

4. What is the legal basis for the use of your personal data?

The MyHealth@EU services will become available for you depending on the conditions set individually by each country. Treatment purposes.

When you receive treatment or medicine abroad, your data will be recorded in the country of treatment (or medicine dispensation) according to the EU General Data Protection Regulation, the national legislation of that country and the internal rules of the particular healthcare provider.

Your consent is needed before the service can be provided to you. Accessing health data from your home country.

Emergency situations may justify the use of your data for your treatment without your consent.

5. Applicable law(s):

Ο-περί-Ηλεκτρονικής-Υγείας-Νόμος-του-2019.pdf

Ο περί Εφαρμογής των Δικαιωμάτων των Ασθενών στο πλαίσιο της Διασυνοριακής Υγειονομικής Περίθαλψης Νόμος του 2013

Ο Περί Επεξεργασίας Δεδομένων Προσωπικού Χαρακτήρα (Προστασία του Ατόμου) Νόμος του 2001 - 138(I)/2001

There is a restriction on access to certain data, such as the handling of substances related to the 'Narcotic Drugs and Psychotropic Substances' Regulations (Regulation 12):

Διασυνοριακές συνταγές | Φαρμακευτικές Υπηρεσίες | (moh.gov.cy)

6. Information contained in the Patient Summary

- Identification of the patient/subject (National healthcare patient ID, Family name/surname, Given name, Date of birth, gender, Country of affiliation),
- Contact information (Patient address),
- Preferred HP to contact,
- Contact person/ Legal guardian,
- Insurance information,
- Document data,

- Author and Organisation (Author organisation, Legal authenticator),
- Additional information / Knowledge resources (External reference, Related with),
- Allergy, Medical alert information, Medical history (Vaccination/ Prophylaxis information, Resolved, closed or inactive problems, Medical history),
- Medical problems (Current problems, Medical devices and implants, Procedures, Functional status),
- Medication summary (Current and relevant past medicines),
- Social history,
- Pregnancy history (Current pregnancy status, History of previous pregnancies),
- Patient provided data,
- Results,
- Plan of Care.

7. Information contained in the electronic prescription & dispensation

- Patient administrative data (Family name/surname, Given name, Date of birth, Personal identifier, gender, Native language),
- Authentication of the prescription (Identifier of the Prescription, Issue date),
- Identification of the prescribing health professional (Family name, Given name, Professional qualifications, Details for direct contact, Work address, signature, Health care provider identifier),

- Identification of the prescribed product (Name of the medicinal product, Identifier of the medicinal product, Identifier(s) of the pharmaceutical product, Identifier(s) of the packaged medicinal product, Marketing authorization holder, Active substance(s), Strength of the active substance(s), Product classification, Pharmaceutical dose form(s), Unit of presentation(s), Package type, Pack size),

- Prescription information (Quantity of prescribed product, Dose regimen, Number of units per intake, Frequency of intakes, Route of administration, Duration of treatment, Starting date of therapy, Directions for use, Prescription expiry date, Repeats, Reason for prescription, Substitution),

- Dispensation information (Identifier of the dispenser, Family name of the dispenser, Given name of the dispenser, Identifier of the pharmacy, Address of the pharmacy, Details of direct contact, Identifier of the prescription, Medicinal product, Dispensed quantity, Dispensation date, Substitution).

8. Who processes and has access to this data? (Recipients of personal data)

Your personal data will be accessible by authorized and identified health professionals involved in your treatment or provision of medicine under professional secrecy.

These are health professionals in the healthcare organization where you receive your treatment or the pharmacy where you receive your prescribed medicine.

There are also other entities, such as the National Contact Points for eHealth, that process your data to ensure its secure transmission to and from this healthcare organization or pharmacy, logging, or other related activities.

9. Where and how long is the personal data stored?

The collected personal data may be stored in the information systems of the health institutions both in your home country and the country of treatment or dispensation of medicine.

The data shall be stored for no longer than is necessary for the purpose for which your personal data is processed. For visitors from other European countries, the patient's Summary Health Record is not stored at all. The retention period may differ in other countries offering Electronic Cross-Border Health Services, with relevant information available on the eHDSI website.

10. What are your rights and how to exercise them?

You have the right access to your personal data.

Apart from that, you can exercise the rights of rectification, erasure, restriction of the processing and data portability.

In order to exercise your rights, you may contact us.

Also, you have the right to lodge a complaint before the supervisory data protection authority.

The list of the national supervisory authorities can be found at https://edpb.europa.eu/about-edpb/about-edpb/members_en

11. Contact details

National eHealth Authority in Cyprus:	https://www.neha.org.cy/en/ https://www.neha.org.cy/en/myhealtheu/ Email: helpdesk@neha.org.cy Phone: +357 22436038
Data Protection Officer *(You may need to contact the data controller for example in order to exercise your data protection rights)*	Name: Terpsithea Kittou Address: 67A Limassol Avenue, Aglantzia, 2121, Nicosia, Cyprus Email: terpsithea.kittou@neha.org.cy Phone: +357 22436046
Data Processor(s)	Name: Vanthia Toumpouri Address: 67A Limassol Avenue, Aglantzia, 2121, Nicosia, Cyprus Email: vanthia.toumpouri@neha.org.cy Phone: +357 22436031
Supervisory Authority *(You may need to contact the data protection officer for example in order to lodge a complaint)*	Name: Office of the Commissioner for Personal Data Protection. Address: 15, Kypranoros Street, 1061 Nicosia, P.O. Box. 23378, 1682, Nicosia. Email: commissioner@dataprotection.gov.cy Phone: +357 22818456