



A Guide to "MyHealth@EU" Healthcare Services & User Instructions for the NCP eHealth(Cyprus) Portal



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



My health @ EU
eHealth Digital Service Infrastructure
A service provided by the European Union



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Cyprus tomorrow
RECOVERY AND RESILIENCE PLAN

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Every European citizen, regardless of his/her European country of residence or the duration of his/her temporary stay in an EU country, can now feel even safer in case of illness or urgent Health Care need.

Through the Electronic Cross Border Healthcare Services, European citizens can now reach Healthcare professionals in the area where they temporarily reside, knowing that they will be able to have access to their Electronic Prescriptions (ePrescriptions) and Patient Summary Reports.

These services are available under the brand "MyHealth@EU" and facilitate optimum response to EU Cross-Border Health Emergencies.

Currently the following 2 Electronic Cross-Border Health services are progressively introduced in all EU countries:



ePrescription (and eDispensation) allows citizens in Europe to retrieve their medication in a pharmacy located in another European country, thanks to the online transfer of their electronic prescription from their country of affiliation (hereafter referred to as the country of residence) to their country of travel. Your country of residence is informed about the medicine you retrieve in the country of travel (eDispensation).



Patient Summaries provide information on important health related aspects such as allergies, current medication, previous illness, surgeries, etc. It is part of a larger collection of health data called an European Health Record whose implementation across Europe is planned at a later stage. The digital Patient Summary is meant to provide doctors with essential information in their own language concerning the patient, when the patient comes from another EU country and there may be a linguistic barrier. In the long term, medical images, lab results and hospital discharge reports will also be available across the EU, with the full health record to follow later on.

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



Thanks to these services, any citizen in Europe will continue to benefit from healthcare under similar conditions as if they were in their own country, while travelling abroad in other countries of the EU. It will be possible for instance to obtain their medication in a pharmacy without having to bring the printed prescription and without being concerned about the language barrier. At the same time, this allows doctors in the country of travel to access your basic and essential medical data through the Patient Summary, which may save lives in some critical cases. It will ease the quality of the consultation, by enabling doctors to know for instance if you are allergic to some medicines or what your recent medical history is.

How does it Work?



When European citizens are travelling from their country of residence to another European country (country of travel), for any purpose, they can retrieve their medication in a pharmacy without any printed prescription, merely relying on the cross-border exchange of ePrescription data between the two

countries.

The pharmacist in the country of travel will be able to view on their computer the ePrescription prepared by the patient's doctor in their country of residence and provide the prescribed medicine.

When citizens travel from their country of residence to another country in Europe and find themselves in the necessity of consulting a doctor in that country, doctors will be able to access the Patient Summary, which contains essential medical information related to the patient. This will help doctors to formulate an adequate treatment, avoid some possible risk (for instance in case of allergy) and overcome linguistic barriers.

The Patient Summary will then be substituted at a later stage by the European Health Record which will contain more comprehensive health data.

In order to enable the services to fully operate, citizens will be informed on whether their health data are available for cross-border services before travelling.

In some countries citizens might be required to explicitly give their authorization in order to have their health data made available abroad.

In any case, making health data available for cross-border exchange is needed in order for pharmacists and doctors to access it from the country where the patient travels. Adequate IT infrastructure has been put in place at European and national level to allow this smooth exchange of data.

How are my personal data protected?



In electronic cross-border services your personal data will always be treated and protected in accordance with the existing EU legislation and with the current practices in your country of residence and the country of travel.

In some **countries of residence**, the cross-border exchange of your health data might be allowed by law and doesn't require any action from your part. In other countries of residence, on the contrary, you need to actively give your consent, meaning that you will have to sign a document (similar to a Privacy statement). Depending on

your country, you can do this by contacting your doctor or electronically, by connecting to a specific website/web portal setup by your national authority. Please note that in case your consent is required and you don't give it in your country of residence before your departure or through mobile portal while travelling, it will not be possible for the pharmacist or the doctor in the country of destination to access your health data.

In your **country of travel** you may also be asked to sign another document (similar to a Privacy statement) which allows the pharmacist or the doctor in that country to access your health data. It is important to know that your health data are being exchanged through a secured communication channel and can only be accessed by health professionals (doctors or pharmacists) who are clearly and securely identified and authorized to access your health data. High security measures are in place in order to make sure that your health data cannot be accessed by unauthorized persons.

What do I have to do, to have my health data available for cross-border exchange?

- Depending on the member state, you may be required, before your departure, to check via your doctor or your national patients' portal if your health data are automatically available for electronic cross-border services or if you need to give your consent for that. If you have online access to your health data, please pay attention to the instructions you receive on how to give your consent electronically.
- Make sure you have a document to clearly identify yourself (see question below)
- If needed, give consent to allow the pharmacist/doctor to access your health data.

Do I have access to the same health services in my country of travel as the citizens living there?



As an EU citizen, if you unexpectedly fall ill during a temporary stay abroad, you are entitled to any treatment that can't wait until you get home. You have the same rights to healthcare as people insured in the country you are in. It is advisable to take your European Health Insurance Card (EHIC)

with you on all trips abroad.

This card is the physical proof that you are insured in an EU country and will simplify payment and reimbursement procedures. However, if you don't have your card or if it is not possible to use it, you may not be refused treatment. You may, however, have to pay for it upfront and claim reimbursement once backhome.

What document do I need to take with me when going to a Pharmacy or consulting a doctor abroad?

When requesting your medicine in a pharmacy in the country of travel or if you consult a doctor there, you will need to clearly identify yourself. Each country has defined the type of identification document that the patient has to show to identify themselves when using the ePrescription. You need to check with your own national contact point for eHealth what identification document you need.

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



The pharmacists in your country of travel will get your ePrescription in their own language, together with an original copy of your ePrescription which is in your language. So, the prescription originally done by your doctor will be available in the pharmacist's system in

both languages. How will I know how to take the medication? The terms of use of your medicine (package leaflet) will be available in the language(s) of the country of travel and might be also available in other languages. Concerning the patient-specific guidance, it will be available in your own language and the pharmacist will explain to you in the best possible way how to take your medicine.

Will I be reimbursed for my medication as I am at home, and how should I apply for that?

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

My prescription is quite ordinary. Why can't the pharmacy in my country of travel dispense the medicine?



Unfortunately, there is no absolute certainty that a specific prescription can be dispensed.

The supply of medicines at a pharmacy in your country of travel may be more limited than in your country of residence, the pharmacy may not stock the medicine, and there is no available substitution. Furthermore, the medicine in question may not have a marketing authorisation in the country of travel.

The pharmacist may also refuse to dispense a medication due to the substitution rules for medicinal products in the country of travel.

A pharmacy dispenses the medication according to the legislation in its country.

I was unable to obtain medicine from a pharmacy in my country of travel, but I need it urgently. What shall I do?

Please request a prescription from a doctor in the country of travel.

I am a European citizen who travelled to another European country and had an electronic prescription issued in the country of travel. Can I retrieve 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 services. In case you received a paper copy of your prescription and provided the prescription includes the required information, the pharmacy from your country of residence should dispense your prescription.

Can I purchase medicines on behalf of someone else, for instance my child or my wife?

For acting on behalf of someone else, you must follow the applicable provisions of each country. This first depends on the national provisions implementing data protection legislation in each country, but also, depending on the country and your needs, you might be asked to provide additional documents as proof of authority to act on behalf of another person (e.g. proof of your identity, birth certificate if you are acting on behalf of a minor, power of attorney). Please consider there might be countries which do not allow acting on behalf of someone else in such situations.



Does every doctor in the country of travel automatically have access to the patient's health data? Do I need to indicate or inform that my patient is travelling?



Authorized doctors and pharmacists, according to the legislation in the countries of travel, can have access to the patient's health data only if the patient's health data is available for electronic cross border services. In some countries of residence, citizens are required to explicitly give their consent, whereas in other countries of residence, the electronic cross-border exchange of patient's health data might be allowed by law and does not require any action from the patient's part. In any case, pharmacists and doctors in the country of treatment can only access health data if it has been made available for electronic cross-border exchange by the country of residence. In addition, in some countries of travel, doctors and pharmacists may have to ask the foreign patient to sign an additional Privacy statement, to enable them to comply with the law in their country and to be able to process patient's data. Doctors in the country of residence. Depending on the MemberState, you should inform your patients about the possibility of making their health data available for electronic cross-border services when travelling, either through your own support or by accessing a national portal. It is not necessary to indicate if the patient will travel. National portals are different for each Member State; please check this accordingly, by referring to the information provided by your national contact point for eHealth on how to communicate about the availability of the electronic cross-border services. If you have not received any training, please contact your national contact point for eHealth.

In what language do I have to write my ePrescription? You will write your ePrescription in your own language.

When the patient will ask for medicines in the country of travel, the pharmacist will receive the ePrescription both in the original language and in their own language. Translation is done automatically by the underlying digital infrastructure

What is the information available in the Patient Summary?

The Patient Summary can contain the following patient clinical data:

- Alerts and allergies;
- Medical history (vaccination, past problems, surgical procedures before the last six months);
- Current medical state (current problems, medical devices and implants, intake of medicines, treatment recommendations, surgical procedures within the last six months);
- Social history;
- Pregnancy history (if relevant);
- Physical findings; - Diagnostic tests.

It is not mandatory that all this information exists. This means that there might be situations when only part of the information is available. For instance when the information was not available in the systems; the information could not be translated into other languages; there is no known information for that patient; etc.

Refer to the training provided by your national contact point for eHealth on how to read the information in the Patient Summary. If you have not received any training, please contact your National eHealth Authority.

In what language do I have to write my ePrescription?

You will write your ePrescription in your own language. When the patient will ask for medicines in the country of travel, the pharmacist will receive the Prescription both in the original language and in their own language. Translation is done automatically by the underlying digital infrastructure.

What is the information available in the Patient Summary?

The Patient Summary can contain the following patient clinical data:

- Alerts and allergies;
- Medical history (vaccination, past problems, surgical procedures before the last six months);
- Current medical state (current problems, medical devices and implants, intake of medicines, treatment recommendations, surgical procedures within the last six months);
- Social history;
- Pregnancy history (if relevant);
- Physical findings;
- Diagnostic tests.

It is not mandatory that all this information exists. This means that there might be situations when only part of the information is available. For instance when the information was not available in the systems; the information could not be translated into other languages; there is no known information for that patient; etc.

Refer to the training provided by your national contact point for eHealth on how to read the information in the Patient Summary. If you have not received any training, please contact your national contact point for eHealth.



How do I verify the patient's identity before accessing their Patient Summary?



Each country has defined the type of identification documents that the patient can show when asking for an electronic cross border service (Patient Summary or ePrescription). You need to check with your own national contact point for eHealth what identification document you have to ask to the patient.

How do I access the Patient Summary of a foreign citizen?

Once you have identified yourself in the hospital information system and you checked the patient's identity, you will request to access the patient's data provided by the underlying digital infrastructure. If the data are not available for crossborder services, the system will inform you. Before accessing the Patient summary for the consultation, you must inform the patient on their health data will be processed in the country of travel. Depending on your national privacy laws, you may have to ask the patient to sign a new Privacy statement. If you are not able to access the Patient Summary, the system will give you an error message and inform you about the cause. One of the causes might be that the patient did not make their health data available before leaving their country of residence. You should advise the patient to contact their doctor when back in their country of residence and perform the consultation as usual.

In what language will the patient's summary be accessible? What if it is in a language I do not speak and the patient quickly needs assistance?

When you access the Patient Summary through the hospital information system, you will receive it both in the patient's original language and in your own language. The underlying digital infrastructure does the translation automatically. There might be information missing from the Patient Summary, if it is not available in the country of residence or if it could not be translated. In case, for any reasons, you cannot understand the information in the Patient Summary, you will perform the consultation as usual.

What if the patient needs to visit an emergency service, but is not adequately treated because their data has not been updated? Who is liable?

In case of emergency, if the access to Patient Summary is not possible because patient data are not available (for instance the patient forgot to give their authorisation in their country before leaving), the emergency services will provide medical interventions at the best of their capacities even without this information. The Member State where the health care is provided is responsible in case harm arises from the healthcare the patient receives.

How will the foreign patient pay for the health service received?

If an EU citizen receives necessary healthcare using the European Health Insurance Card (EHIC) the same conditions of fees and payment are applicable for the treatment as for insured domestic citizens. In case the EHIC or S2 form (prior authorisation form) are not possible to use, patients have to pay upfront and may claim reimbursement once back home. (*)

How do I control the patient's identity?



Each country has defined the type of identification document that the patient has to show to identify themselves when using the ePrescription. You need to check with your own national contact point for eHealth what identification document you are allowed to ask to the patient.

How do I access the patient's data?

Once you have identified yourself in the pharmacy information system and you have also checked the patient's identity, you will request to access the patient's data provided by the underlying digital infrastructure. If the data are not available for electronic cross border exchange, the system will inform you.

Before accessing the ePrescription, you must inform the patient on how their health data will be processed in the country of travel. Depending on your national privacy laws, you may also have to ask the patient to sign a new Privacy statement.

If you are not able to access the ePrescription, the system will give you an error message and inform you about the cause.

One of the causes might be that the patient did not make their health data available before leaving their country of residence.

In this case, depending on the Member State, you should advise the patient to either access the national online portal to give permission or contact their doctor when back in their country of residence.

What data do I have access to?

The data you can access related to the ePrescription are administrative data concerning the patient and the prescribing health professional, the authentication of the prescription, the identification of the prescribed medicine and information related to prescription, for instance patient characteristics which are necessary to be known.

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

The contact details of the prescribing doctor in the patient's country of residence are available in the ePrescription, so you can contact them in case of need.

In which language do I have access to patient's data?

When you request the patient's ePrescription via your computer, you will receive it in the patient's language and in your language. The ePrescription is indeed automatically translated in your own language, by the underlying digital infrastructure. There might be information missing in case it could not be translated.

In which language do I have to help the patient / give the information about the use of the medicine?

You will access the patient's ePrescription in your own language, together with an original copy of the ePrescription which is in the patient's language. You could check this copy as well, as it might contain useful information to help you in the dispensation process. However, you will have to explain the patient how to take their medicine in your language, or any another language you may know, in the best possible way. The terms of use of your medicine (package leaflet) are also sometimes available in many languages.

How is the reimbursement foreseen?

Does the patient have to pay for the medication even though it is reimbursed in my country? What about if the medication is reimbursed in his/her country and not in my country?

Patients always need to pay the full cost of the requested medicine in the country of travel. They can request reimbursement from their insurer when they return to their country of residence (the country of prescription). Reimbursement may then be granted or not, depending on their national health insurance system. (*)

References:

European Commission - My Health in the EU (Digital exchange of ePrescriptions and Patient Summaries)

[#DigitalHealth,ec.europa.eu/health/ehealth/digital_health_en](https://digitalhealth.ec.europa.eu/health/ehealth/digital_health_en)

ACCESS REQUIREMENTS FOR USING THE NCP eHealth(CY) PORTAL

In order to be able to Login into the NCP eHealth(CY) Portal either as a:

PATIENT for retrieving personal information for your Patient summary report or your ePrescriptions,

DOCTOR for writing a Patient report for a Cypriot Citizen, or retrieving a Patient Summary Report of an EU Visitor,

PHARMACIST for executing an ePrescription of an EU Visitor,

you need a CY Login Account.

This is a secure Online Personal Account that gives you access to the Government services of the republic of Cyprus.

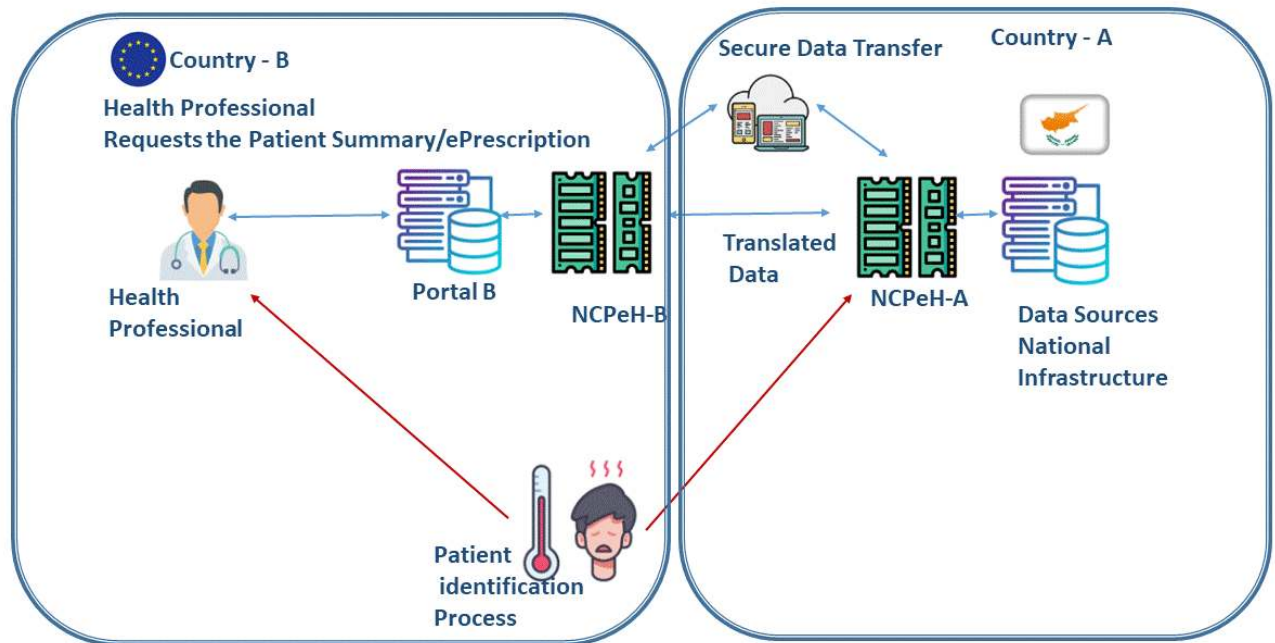
Detail instructions on how to create your CY Login Account and manage your personal profile is provided in the link of the Cyprus Government Portal below:



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

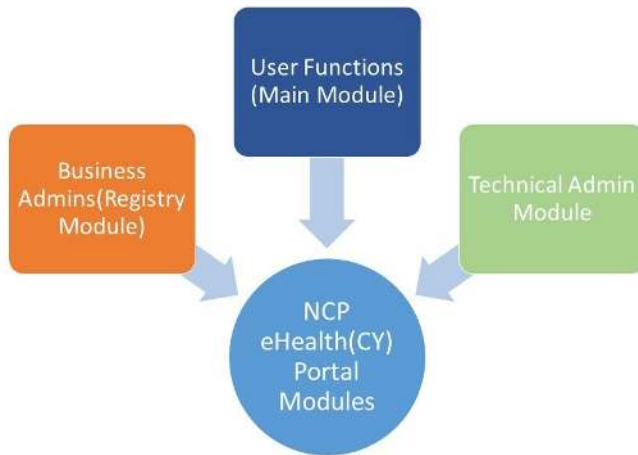
Important: Make sure that the "Two Factor Authentication (2FA)" from within your CYLogin Profile is enabled.

Graphical flow of MyHealth@EU Service



Ref. Concept from IHE Connectathon 2022 (Building the Bridge) presentation

Introduction - NCP Registry Roles



The Registry Portal is designed for two main user groups: administrative staff and healthcare professionals such as physicians and pharmacists. Healthcare professionals can easily access their

personal and demographic information. Additionally, physicians and pharmacists can download a secure certificate to their computers, ensuring safe and verified communication with the system.

On the administrative side, the system supports three roles. Administrators in NeHA can create and assign new Operator roles. Operators have access to comprehensive details about physicians, pharmacists, and pharmacies, and they can oversee all the certificates issued by the portal. Finally, Pharmacy Operators can view all pharmacy and pharmacist details and can update and add information to the system.

The NCPeH CY framework in Cyprus represents a crucial advancement in safeguarding healthcare data and ensuring patient privacy and security. At the heart of this system lies a network of roles and responsibilities designed to uphold the integrity of sensitive information and facilitate secure cross-border services. The following subsections outline the key roles and corresponding responsibilities. within the NCPeH CY framework, elucidating the collaborative efforts required to fortify the healthcare ecosystem against cyber threats and privacy breaches.

Roles and responsibilities of the National Registry Portal

Notice

The NCPeHealth(CY) Roles Described in this section are to be managed by the Officers of The National eHealth Authority of Cyprus under agreed governance with the Cyprus Medical Association and Cyprus Pharmaceutical Association respectively.

Role Administrator - NeHA

The Administrator NeHA is a central figure in the management of the healthcare administration system NCPeH CY. This role is endowed with creating new users a level of access and control, primarily focusing on the access control and management of the system.

Responsibilities

Adding New Roles: The Administrator NeHA is responsible for creating new roles within the system to accommodate evolving administrative needs.

This includes the crucial role of the Operator -NeHA, which plays a significant part in managing pharmacists and pharmacies.

The screenshot displays the 'Users' management page in the NCPeHealth(CY) portal. The page header includes the logo of the National eHealth Authority of Cyprus and the text: 'Deployment of Generic Cross Border eHealth Services in Cyprus', 'EU Innovation and Networks Executive Agency (INEA)', and 'Department C - Connecting Europe Facility (CEF)'. The user is logged in as 'administrator-neha' with a 'Change Role' dropdown menu set to 'Administrator-Neha'. Below the header, there is a '+ Add New Operator' button and a search bar. The main content is a table with the following data:

National Id	Name	Surname	Email	User Role	Active
102222	PharmacistName2	PharmacistSurname2	PharmacistName2@gmail.com	pharmacist	true
102223	PharmacistName3	PharmacistSurname3	PharmacistName3@gmail.com	pharmacist	true
102224	PharmacistName4	PharmacistSurname4	PharmacistName4@gmail.com	pharmacist	true
102225	PharmacistName5	PharmacistSurname5	PharmacistName5@gmail.com	pharmacist	true
102226	PharmacistName6	PharmacistSurname6	PharmacistName6@gmail.com	pharmacist	true

Role NeHA Operator

NCP eHealth(Cyprus) Portal - Registry Roles

The NeHa Operator role is pivotal in managing the system's day-to-day operations, with a focus on pharmacists, pharmacies, and certification processes.

Responsibilities

Management of Professionals and Facilities: Viewing all pharmacists, physicians, and pharmacies within the system.

Editing Details: The ability to edit details of pharmacists and pharmacies to ensure up-to-date and accurate information.

Enable/Disable Functionality: Empowered to enable or disable pharmacists and physicians within the system, ensuring only authorized individuals have access.

Certificate Oversight: Viewing active, expired, and revoked certificates, along with the authority to revoke certificates, ensuring compliance and integrity in certification processes.

The screenshot displays the web interface for the NCP eHealth(Cyprus) Portal. The browser address bar shows the URL: `tst-registry.ncpency.eu/landing-page/pharmacists`. The page header includes the logo for the 'Deployment of Generic Cross Border eHealth Services in Cyprus' and identifies the user as 'operator' with a 'Change Role' dropdown menu set to 'Operator'. Below the header, there are navigation tabs for 'Pharmacists', 'Physicians', 'Pharmacies', and 'Certificates', with 'Pharmacists' selected. A search bar is present above a table of pharmacist records. The table has columns for No., Email, Info, Name, Surname, National ID, Role, Phone, and PRN. Five test records are visible, each with a unique email, name, surname, national ID, role of 'pharmacist', phone number, and PRN.

No.	Email	Info	Name	Surname	National ID	Role	Phone	PRN
1	PharmacistName2@gmail.com	Test2	PharmacistName2	PharmacistSurname2	102222	pharmacist	987654322	PIST9122
2	PharmacistName3@gmail.com	Test3	PharmacistName3	PharmacistSurname3	102223	pharmacist	987654323	PIST9123
3	PharmacistName4@gmail.com	Test4	PharmacistName4	PharmacistSurname4	102224	pharmacist	987654324	PIST9124
4	PharmacistName5@gmail.com	Test5	PharmacistName5	PharmacistSurname5	102225	pharmacist	987654325	PIST9125
5	PharmacistName6@gmail.com	Test6	PharmacistName6	PharmacistSurname6	102226	pharmacist	987654326	PIST9126

Role Pharmacy Operator

NCP eHealth(Cyprus) Portal - Registry Roles

The Pharmacy Operator plays a crucial role in the operational management of pharmacies and pharmacists within the system.

Responsibilities

Adding New Entities: Capable of adding new pharmacists and pharmacies into the system, expanding the network of healthcare providers.

Management of Pharmacists: Enabling or disabling pharmacists to maintain an up-to-date roster of active professionals.

Editing Pharmacy Details: Updating and managing the details of pharmacies to ensure accurate and current information.

The screenshot shows a web browser window with the URL `tst-registry.ncpehcy.eu/landing-page/pharmacists`. The page header includes the logo of the Cyprus Government and text: "Deployment of Generic Cross Border eHealth Services in Cyprus", "EU Innovation and Networks Executive Agency (INEA)", and "Department C - Connecting Europe Facility (CEF)". The user is logged in as "operator-pharmacy". A dropdown menu is open, showing the current role "Pharmacy Operator" and other options: "Pharmacist", "Physician", "Administrator-Neha", "Pharmacy Operator" (selected), and "Operator".

Below the header, there are two tabs: "Pharmacists" (selected) and "Pharmacies". A button "+ Add New Pharmacist" is visible. A table lists five test pharmacists:

No.	Email	Info	Name	Surname	National ID	Role	Phone	Address
1	PharmacistName2@gmail.com	Test2	PharmacistName2	PharmacistSurname2	102222	pharmacist	987654322	PIST912:
2	PharmacistName3@gmail.com	Test3	PharmacistName3	PharmacistSurname3	102223	pharmacist	987654323	PIST912:
3	PharmacistName4@gmail.com	Test4	PharmacistName4	PharmacistSurname4	102224	pharmacist	987654324	PIST912:
4	PharmacistName5@gmail.com	Test5	PharmacistName5	PharmacistSurname5	102225	pharmacist	987654325	PIST912:
5	PharmacistName6@gmail.com	Test6	PharmacistName6	PharmacistSurname6	102226	pharmacist	987654326	PIST912:

Role Pharmacist

Pharmacists have a role centred around the creation and management of certificates, crucial for the verification and authentication of professional qualifications and services.

Responsibilities

Creation of Certificates: Both roles are authorized to create new certificates, facilitating the recognition of professional qualifications and services.

Viewing Certificates: They have the capability to view their active, revoked, and expired certificates, providing them with a comprehensive overview of their certification status.

Revocation of Certificates: Both Pharmacists and Physicians hold the authority to revoke active certificates, ensuring the system reflects their current professional standing accurately.

The screenshot shows the 'Pharmacists' tab selected in the portal. The table below lists the registered pharmacists:

No.	Email	Info	Name	Surname	National ID	Role	Phone	PRN
1	PharmacistName2@gmail.com	Test2	PharmacistName2	PharmacistSurname2	102222	pharmacist	987654322	PIST9122
2	PharmacistName3@gmail.com	Test3	PharmacistName3	PharmacistSurname3	102223	pharmacist	987654323	PIST9123
3	PharmacistName4@gmail.com	Test4	PharmacistName4	PharmacistSurname4	102224	pharmacist	987654324	PIST9124
4	PharmacistName5@gmail.com	Test5	PharmacistName5	PharmacistSurname5	102225	pharmacist	987654325	PIST9125
5	PharmacistName6@gmail.com	Test6	PharmacistName6	PharmacistSurname6	102226	pharmacist	987654326	PIST9126

Role Physicians

Physicians, like Pharmacists, have a role centred around the creation and management of certificates, crucial for the verification and authentication of professional qualifications and services.

Responsibilities

Creation of Certificates: Both roles are authorized to create new certificates, facilitating the recognition of professional qualifications and services.

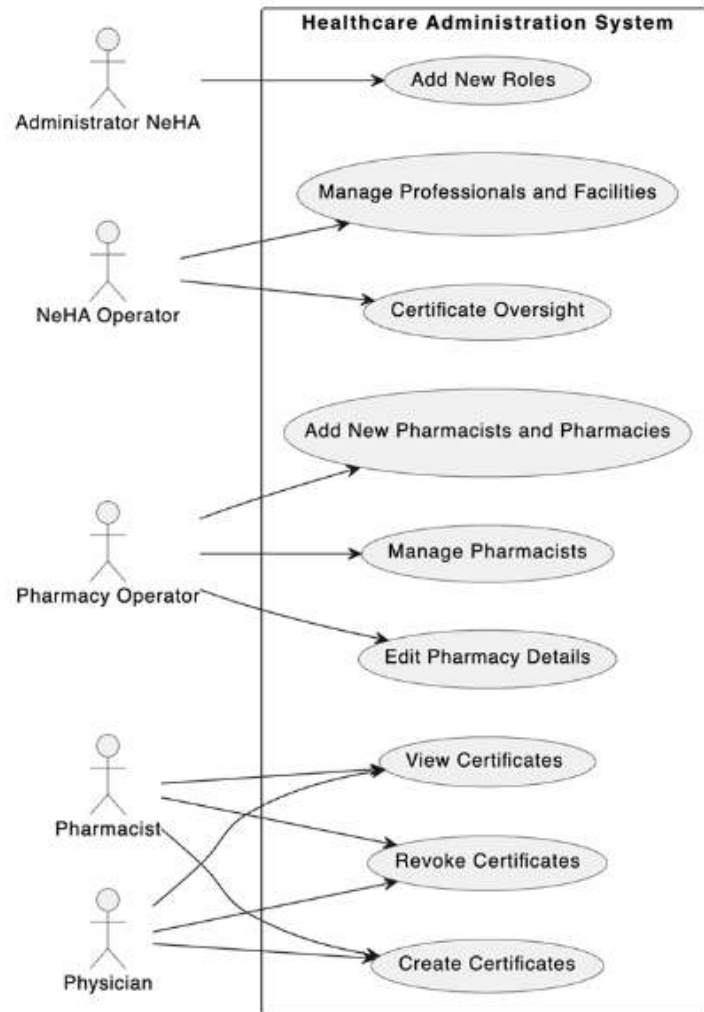
Viewing Certificates:

They have the capability to view their active, revoked, and expired certificates, providing them with a comprehensive overview of their certification status.

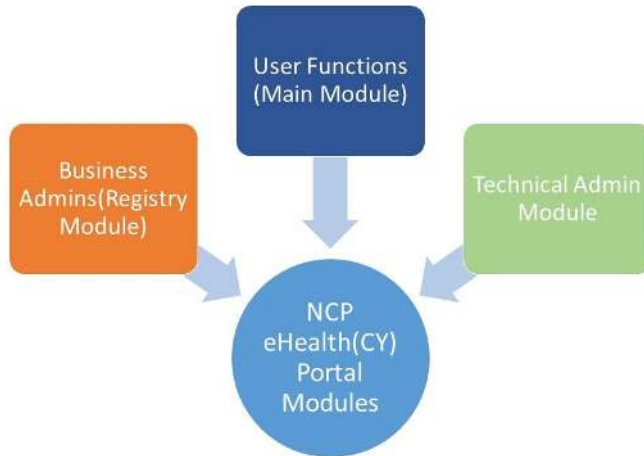
Revocation of Certificates: Both Pharmacists and Physicians hold the authority to revoke active certificates, ensuring the system reflects their current professional standing accurately.

Unified Modeling Language

This section presents the Unified Modeling Language (UML) diagrams that provide a visual representation of the NCPeH CY framework structure and functionalities in Cyprus. Through this series of constructed diagrams, we illustrate the interactions between various user roles within the system, including Administrator NeHA, NeHA Operator, Pharmacy Operator, Pharmacists, and Physicians, and their respective responsibilities and use cases. These diagrams serve as a blueprint for understanding the system's architecture and the dynamic relationships that facilitate efficient healthcare administration. By detailing the flow of operations and the scope of each role's capabilities, these UML diagrams offer a comprehensive overview essential to understanding the system's operational framework.



The NCP User Functions (Admins, Healthcare professionals)



This is the main module of the system providing the user functionality for all the assigned modules namely (Patients, Doctors issuing Patient Summary Reports and medicine prescriptions for

local citizens, Doctors examining EU visitors and pharmacists executing ePrescriptions for EU Visitors.

Login Screen of the NCP eHealth(CY) Portal



Deployment of Generic Cross Border eHealth Services in Cyprus
EU Innovation and Networks Executive Agency (INEA)
Department C - Connecting Europe Facility (CEF)

Support Wiki
GR | EN



About NCP Cyprus

EU citizens have the right to access healthcare in any EU country and to be reimbursed for care abroad by their home country. Directive 2011/24/EU on patients' rights in cross-border healthcare sets out the conditions under which a patient may travel to another EU country to receive medical care and reimbursement. It covers healthcare costs, as well as the prescription and delivery of medications and medical devices.

Use the button below to log in through CyLogin.

Login

Contact Point NCP Cyprus

(+357) 22436000
info@neha.gov.cy

67A Limassol Avenue, 2121, Aglantzia, Cyprus
<https://www.neha.gov.cy>

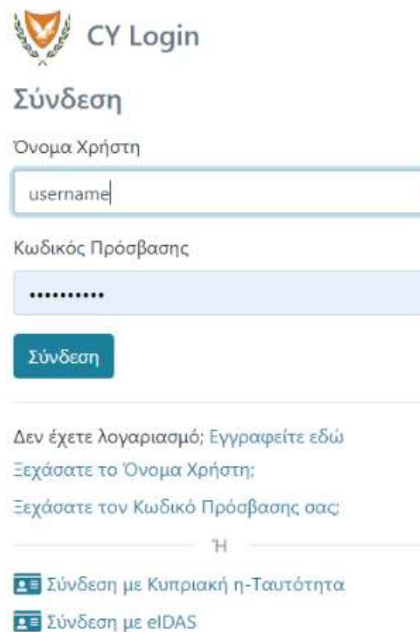
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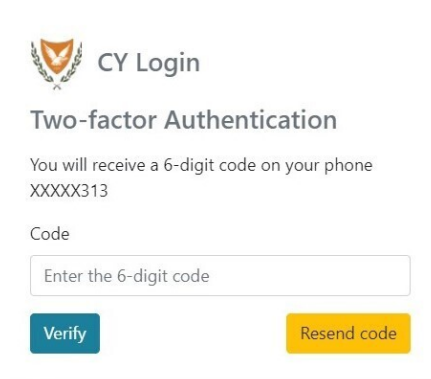


Enter User Identification & Password for accessing the CY Login Portal

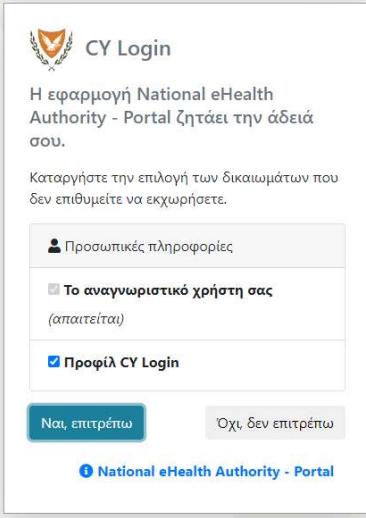


The screenshot shows the 'CY Login' interface. At the top is the logo and the text 'CY Login'. Below it is the heading 'Σύνδεση' (Login). There are two input fields: 'Όνομα Χρήστη' (Username) with the placeholder 'username' and 'Κωδικός Πρόσβασης' (Access Code) with a masked password '.....'. A blue 'Σύνδεση' (Login) button is positioned below the password field. Underneath, there is a section for users who do not have an account or forgot their credentials, with links for registration and password recovery. At the bottom, there are two options for login: 'Σύνδεση με Κυπριακή η-Ταυτότητα' (Login with Cypriot e-ID) and 'Σύνδεση με eIDAS' (Login with eIDAS).

Upon acceptance of the CY Login credentials the system will send a "two factor authentication" (2FA) code through SMS at your Mobile phone and it requires that you enter the code within specified time limits on the screen below



The screenshot shows the 'Two-factor Authentication' screen. It features the 'CY Login' logo and heading. The text reads: 'Two-factor Authentication', 'You will receive a 6-digit code on your phone', and 'XXXXX313'. Below this is a 'Code' label and an input field with the placeholder 'Enter the 6-digit code'. At the bottom, there are two buttons: a blue 'Verify' button and a yellow 'Resend code' button.



CY Login

Η εφαρμογή National eHealth Authority - Portal ζητάει την άδειά σου.

Καταργήστε την επιλογή των δικαιωμάτων που δεν επιθυμείτε να εκχωρήσετε.


Προσωπικές πληροφορίες

Το αναγνωριστικό χρήστη σας
(απαιτείται)

Προφίλ CY Login

[National eHealth Authority - Portal](#)

Ελληνικά ▾ [Βοήθεια](#) [Επικοινωνία](#)




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Department C - Connecting Europe Facility (CEF)

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Welcome to the National Contact Point (NCP), Cyprus


National patient's data




European patient's data



My C.M.A Data



My Record



Contact Point NCP Cyprus

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info@neha.gov.cy

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

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Ρόλος Ιατρός – NCP- A: Επιλέγω National patient's data

NCP eHealth(Cyprus) Portal - Doctor Operations (National)



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Enter Patient Personal Identifiers

ID *

Date of Birth *(*Correct format (dd-mm-yyyy)*)

[Search](#)



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Enter Patient Personal Identifiers

ID *

Date of Birth *(Monday, January 1, 1990)

[Search](#)



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Please provide the One-Time Password to verify patient consent.

One-Time Password

[Submit One-Time Password](#)

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Με τη χρηματοδότηση της Ευρωπαϊκής Ένωσης
NextGenerationEU

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NCP eHealth(Cyprus) Portal - Doctor Operations (National)



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[Home](#) / [National](#)

! Please provide the One-Time Password to verify patient consent.

One-Time Password

Submit One-Time Password

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[Home](#) / [National](#) / [Patient Menu](#)

Patient Information

ID: 222 Name: Test Surname: Testopoulos Date of Birth: 01-01-1990 Gender: Male Telephone: 99517092

Patient Summary

[Preview](#) | [Create](#) | [Edit](#)

ePrescriptions

[Preview](#) | [Create](#)

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Patient Summary A (Doctor Role)

Επιλέγω [Preview](#) | [Create](#) | [Edit](#)



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Support Wiki
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 Home : National : European

Home / National / Patient Menu / Preview Patient Summary

[View Patient Summary](#) [Create/Edit Patient Summary](#)

Patient Information

ID: 222 Name: Test Surname: Testopoulos Date of Birth: 01-01-1990 Gender: Male Telephone: 99517092

Patient Summary Version: **Date: (Latest) | Doctor:**

[CDA](#) [Print](#) [Expand All](#) [Collapse All](#)

Patient Data Patient Clinical Data Patient Summary Data

[Contact Persons](#) (Number of active entries: 1) +
[Patient Insurances Information](#) (Number of active entries: 1) +

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Με τη χρηματοδότηση της Ευρωπαϊκής Ένωσης NextGenerationEU

Expanded Patient Data (Contact Persons & Patient Insurance Information)

Home / National / Patient Menu / Preview Patient Summary

[View Patient Summary](#) [Create/Edit Patient Summary](#)

Patient Information

ID: 222 Name: Test Surname: Testopoulos Date of Birth: 01-01-1990 Gender: Male Telephone: 99517092

Patient Summary Version: **Date: (Latest) | Doctor:**

[CDA](#) [Print](#) [Expand All](#) [Collapse All](#)

Patient Data Patient Clinical Data Patient Summary Data

[Contact Persons](#) (Number of active entries: 1) -

3 Contact Persons

Given Name	Family name/Surname	Address	Country	Telephone number	Email
Eleni	Anagnostou	Κώστα Παλασιόλου 23	CYPRUS	99123456	e.anagno@test.com

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

[Patient Insurances Information](#) (Number of active entries: 1) -

3 Patient Insurance Information

Insurance Name	Insurance Number
GHS Registration number	123456

Patient Clinical Data

Home / National / Patient Menu / Preview Patient Summary

View Patient Summary
Create/Edit Patient Summary

Patient Information

ID: 222 Name: Test Surname: Testopoulos Date of Birth: 01-01-1990 Gender: Male Telephone: 99517092

Patient Summary Version: Date: (Latest) | Doctor:

CDA

Print

Expand All

Collapse All

Patient Data
Patient Clinical Data
Patient Summary Data

- Allergies (Number of active entries: 1) +
- Vaccinations (Number of active entries: 1) +
- History of Past illness (Number of active entries: 0) +
- Surgical Procedures (Number of Active Entries:1) +
- Current Problems/Diagnosis (Number of Active Entries:1)
Last Six (6) months +
- Medical Devices and Implants (No known devices in use) +
- Autonomy/Invalidity (Number of active entries: 0) +
- Medication Summary (Number of active entries: 1)
Drugs only +
- Social History (Number of active entries: 1)
Observations related to: smoke, alcohol, diet and exercise +
- Physical Findings (Number of active entries: 1) +
- Diagnostic Tests (Number of active entries: 1) +

Expanded Sections

Patient Data
Patient Clinical Data
Patient Summary Data

Allergies (Number of active entries: 1) -

Allergies and intolerances

Has allergies? Has Drug allergies? Has environmental allergies? Has food allergies?

Onset date	Allergy/Intolerance description	Reaction description	Allergen description	Severity
Feb 28, 2023	Intolerance to drug	Bronchospasm	sodium monofluorophosphate	Moderate

First Previous 1 Next Last
Items per page:

Vaccinations (Number of active entries: 1)

Vaccinations

Vaccination date	Brand name	Vaccinations
Mar 31, 2023	GARDASIL 9 SUSPENSION FOR INJECTION IN PRE-FILLED SYRINGE 0.5ML	papillomavirus (human types 6, 11, 16, 18, 31, 33, 45, 52, 58)

First Previous 1 Next Last
Items per page: 5

History of Past illness (Number of active entries: 0)

History of Past illness

Onset Date	End Date	ICD-10	Illness Description	Resolution Circumstances
------------	----------	--------	---------------------	--------------------------

First Previous 1 Next Last
Items per page: 5

Surgical Procedures (Number of Active Entries:1)

Surgical Procedures

Has known procedures? Has known procedures

Procedure Date	Description
May 13, 1997	Carotid endarterectomy

First Previous 1 Next Last
Items per page: 5

Current Problems/Diagnosis (Number of Active Entries:1)

Last Six (6) months

Current Problems/Diagnosis (Last Six (6) months)

Has medical problems? Has medical problems

Onset Time	ICD-10	Problem/Diagnosis Description
Mar 22, 2024	R19.3	Abdominal rigidity

First Previous 1 Next Last
Items per page: 5

Medical Devices and Implants (No known devices in use)

Medical Devices and Implants

Has medical device? No known devices in use

Device/Implant Date	Device/Implant Description
---------------------	----------------------------

First Previous 1 Next Last
Items per page: 5

Treatment Recommendation (Number of active entries: 0)

Therapeutic recommendations that do not include drugs

Treatment recommendations (Therapeutic recommendations that do not include drugs)

Recommendations description

First Previous 1 Next Last
Items per page: 5

Autonomy/Invalidity (Number of active entries: 0)

Autonomy/Invalidity

Description

First Previous **1** Next Last

Items per page: 5

Medication Summary (Number of active entries: 1)

Drugs only

List of current medicines (Drugs only)

Has medication info?

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
Apr 30, 2024	ALGOFEN TABLET 500MG paracetamol (N02BE01)	500MG	TABLET	2 TABLET	Every 8 hour	3 day

First Previous **1** Next Last

Items per page: 5

Social History (Number of active entries: 1)

Observations related to: smoke, alcohol, diet and exercise

Social History (Observations related to: smoke, alcohol, diet and exercise)

Start Year	End Year	Social History Description
1970		Alcohol intake

First Previous **1** Next Last

Items per page: 5

Physical Findings (Number of active entries: 1)

Vital signs

Date when blood pressure was measured	Blood pressure {Systolic/Diastolic [mmHg]}
May 15, 2024	120/80 mmHg

First Previous **1** Next Last

Items per page: 5

Diagnostic Tests (Number of active entries: 1)

Blood group

Date	Result of blood group
May 21, 2024	Blood group A Rh(D) negative

First Previous **1** Next Last

Items per page: 5

Πατώντας το κουμπί Create/Edit Patient Summary

NCP eHealth(Cyprus) Portal -Doctor Operations (National)



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Create/Edit Patient Summary

I understand that I will become a legal author of the patient summary document of the patient Test Testopoulos?

Not Accept

Accept

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After clicking Accept



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[View Patient Summary](#)

[Create/Edit Patient Summary](#)

Patient Information

ID: 222 Name: Test Surname: Testopoulos Date of Birth: 01-01-1990 Gender: Male Telephone: 99517092

Patient Summary Version: Draft

[Expand All](#)

[Collapse All](#)

Patient Data

Patient Clinical Data

Patient Summary Data

[Contact Persons](#) (Number of saved entries: 1) +

[Patient Insurances Information](#) (Number of saved entries: 1) +

To complete Patient Summary submission please proceed.

[Delete Patient Summary New Version](#)

[Save Patient Summary New Version](#)

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Disabling a record by clicking the eye button next to the record

Only one Contact person is allowed to be Active.

The screenshot displays the 'View Patient Summary' page for a patient with ID 222. The patient's name is Test, Testopoulos, born on 01-01-1990, male, with telephone 99517092. The patient summary version is a 'Draft'. The 'Contact Persons' section shows a table with one active contact person: Eleni Anagnostou, residing at Κώστα Παλαιολόγου 23, Cyprus, with telephone 99123456 and email e.anagno@test.com. Below this, the 'Patient Insurance Information' section shows one active insurance entry: GHS Registration number 123456. At the bottom, there are buttons for 'Delete Patient Summary New Version' and 'Save Patient Summary New Version', along with a 'Top' button.

To complete Patient Summary submission please proceed.

Click "Add contact person"

Fields with * are mandatory fields

The 'Add Contact Person' form contains the following fields:

- Given name* (text input)
- Family name/Surname* (text input)
- Address* (text input, with subtext: number, street, post code, town/village)
- Country* (dropdown menu)
- Telephone number* (text input, with subtext: If known, please provide the international telephone code number)
- Email* (text input, with subtext: for example john.smith@example.com)

At the bottom, there is a red 'Cancel' button and a green 'Save' button. A red message at the bottom left states: 'Please fill in all fields'.

Click "Patient Insurance Information"

Add Patient Insurance Information

Insurance Name*

Insurance Number*

Please fill in all fields

Cancel Save

Add Patient Clinical Data

Sections Allergies, Surgical Procedures, Current Problems/Diagnosis, Medical Devices and Implants and Medication Summary are mandatory and should be filled.

Add Allergies

If no allergies are available or Active: Define if there is information about allergies

Home / National / Patient Menu / Create/Edit Patient Summary

View Patient Summary **Create/Edit Patient Summary**

Patient Information
ID: 222 Name: Test Surname: Testopoulos Date of Birth: 01-01-1990 Gender: Male Telephone: 99517092

Patient Summary Version: Draft **Expand All** **Collapse All**

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

Allergies (Number of saved entries: 1)

Information about allergies:

Drug Allergies Information about drug allergies: **+ Add Drug Allergy**

Onset date	Allergy/Intolerance description	Reaction description	Allergen description	Severity	Status	Actions
Feb 28, 2023	Intolerance to drug	Bronchospasm	sodium monofluorophosphate	Moderate	Disable	

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

No Drug Allergies Only Food or Substance Information about environmental allergies? Information about food allergies?

Define if there is information about drug allergies

NCP eHealth(Cyprus) Portal -Doctor Operations (National)

The screenshot displays the 'Create/Edit Patient Summary' page for a patient with ID 222. The patient's name is Test, Surname is Testopoulos, Date of Birth is 01-01-1990, Gender is Male, and Telephone is 99517092. The page shows a 'Patient Summary Version: Draft' and a table of 'Drug Allergies'. One allergy is listed: Onset date: Feb 28, 2023; Allergy/Intolerance description: Intolerance to drug; Reaction description: Bronchospasm; Allergen: sodium monofluorophosphate; Severity: Moderate; Status: Disable. A dropdown menu is open over the 'Allergen' column, showing options: 'Has medication allergies' and 'No known medication allergies'. Below the table, there are sections for 'No Drug Allergies' and 'Information about environmental allergies?' and 'Information about food allergies?'.

If the patient has a drug allergy: Add Drug Allergy

The 'Add Drug Allergy' form contains the following fields:

- Drug Allergy/Intolerance description (Coded by SNOMED-CT:): Enter Drug Allergy/Intolerance description
- Reaction description (Coded by SNOMED-CT:): Enter Reaction Description
- Drug Allergen description (Coded by ATC:): Enter Agent Description
- Severity (Coded by SNOMED-CT:): Enter Severity Description
- Onset date (Correct format (dd-MM-yyyy)): dd-mm-yyyy

At the bottom, there is a red 'Cancel' button and a green 'Save' button. A red message states: 'Please fill in all fields'.

No Drug Allergies

Define Information about environmental allergies

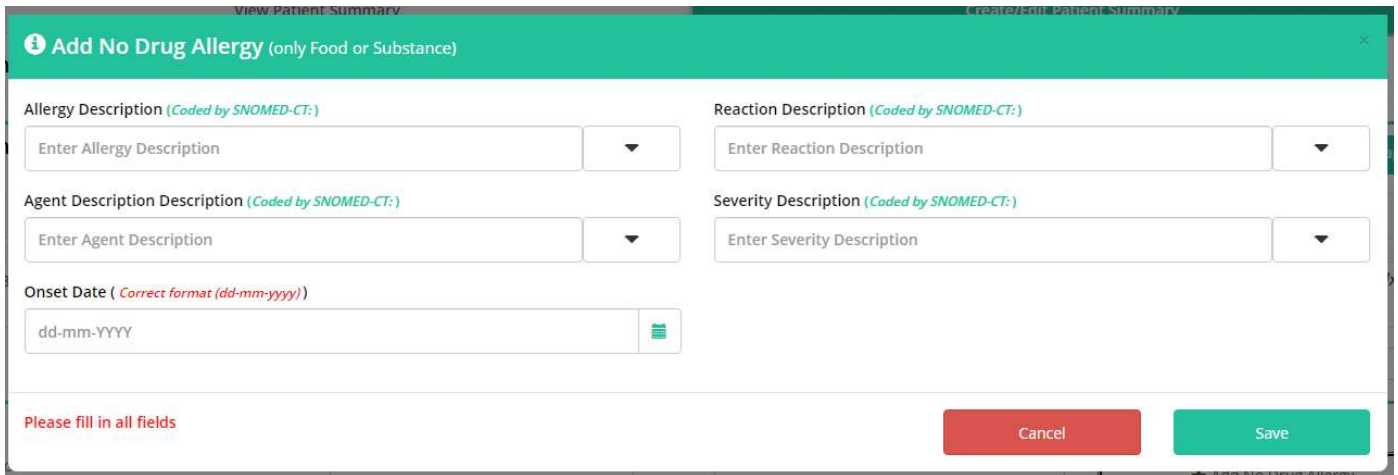
NCP eHealth(Cyprus) Portal - Doctor Operations (National)

The screenshot shows the 'Patient Information' section of the NCP eHealth portal. The patient's details are: ID: 222, Name: Test, Surname: Testopoulos, Date of Birth: 01-01-1990, Gender: Male, Telephone: 99517092. The 'Patient Summary Version' is 'Draft'. The 'Patient Clinical Data' section shows a record for 'Intolerance to drug' with 'Bronchospasm' and 'sodium monofluorophosphate' as the agent, with a 'Moderate' severity and 'Active' status. Below this, the 'No Drug Allergies' section is visible, with a dropdown menu open for 'Information about environmental allergies?'. The dropdown options are 'Has environmental allergies' and 'No known environmental allergies'. A '+ Add No Drug Allergy' button is also present. The bottom of the page shows expandable sections for 'Vaccinations', 'History of Past illness', 'Surgical Procedures', and 'Current Problems/Diagnosis'.

Define information about food allergies

This screenshot is similar to the previous one, but the dropdown menu for 'Information about food allergies?' is open. The options are 'Has food allergies' and 'No known food allergies'. The '+ Add No Drug Allergy' button is highlighted. The rest of the page content, including the patient information and clinical data, remains the same as in the previous screenshot.

If the patient has known environmental or food allergies: Click button "Add No Drug Allergy"



Add No Drug Allergy (only Food or Substance)

Allergy Description (Coded by SNOMED-CT:)
Enter Allergy Description

Reaction Description (Coded by SNOMED-CT:)
Enter Reaction Description

Agent Description Description (Coded by SNOMED-CT:)
Enter Agent Description

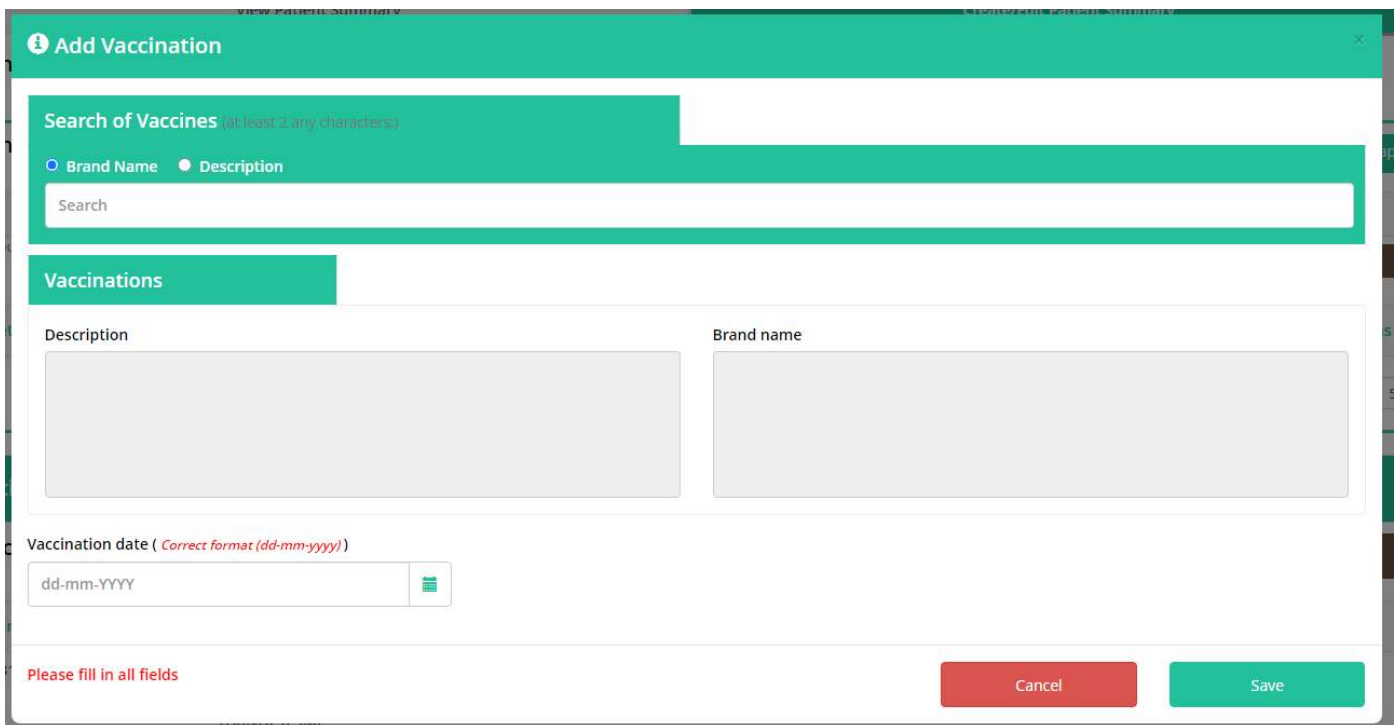
Severity Description (Coded by SNOMED-CT:)
Enter Severity Description

Onset Date (Correct format (dd-mm-yyyy))
dd-mm-YYYY

Please fill in all fields

Cancel Save

Add vaccination



Add Vaccination

Search of Vaccines (at least 2 any characters)

Brand Name Description

Search

Vaccinations

Description	Brand name

Vaccination date (Correct format (dd-mm-yyyy))
dd-mm-YYYY

Please fill in all fields

Cancel Save

Add History of Past Illness

Add Past Illness (List of resolved, Closed or Inactive problems)

Onset Date (Correct format (dd-mm-yyyy))
dd-mm-YYYY

End Date (Correct format (dd-mm-yyyy))
dd-mm-YYYY

Problems/Diagnosis Description* (ICD-10 version 2016)
Search by Code Search by Description
Code Description

Resolution Circumstances (free text)
Resolution Circumstances

Only these characters are accepted: 'a-z', 'A-Z', '0-9', '._-'

Please fill in correctly all fields (onset date must be smaller than end date)

Cancel Save

Add Surgical Procedures

If no Surgical Procedures are available or Active: Define if the patient has known procedures

View Patient Summary Create/Edit: Patient Summary

Patient Information
ID: 222 Name: Test Surname: Testopoulos Date of Birth: 01-01-1990 Gender: Male Telephone: 99517092

Patient Summary Version: Draft Expand All Collapse All

Patient Data Patient Clinical Data Patient Summary Data

History of Past Illness (Number of saved entries: 0)
List of resolved, Closed or Inactive problems

History of Past Illness + Add Past Illness
List of resolved, Closed or Inactive problems

Onset Date	End Date	ICD-10	Illness Description	Resolution Circumstances	Status	Actions
------------	----------	--------	---------------------	--------------------------	--------	---------

First Previous 1 Next Last Items per page: 5

Surgical Procedures (Number of saved entries: 1)
Has known procedures? + Add Surgical Procedure

Procedure Date	Description	Status	Actions
May 13, 1997	Carotid endarterectomy	Disable	

First Previous 1 Next Last Items per page: 5

Current Problems/Diagnosis (Number of saved entries: 1)

top

If the patient has known procedures: Add surgical procedure

Add Surgical Procedure

Surgical Procedure Date (Please fill date in a correct format (dd-MM-yyyy))

dd-mm-YYYY

Surgical Description*

Description

Please fill in all fields

Cancel Save

Add Current Problem/Diagnosis

If no Current Problem/Diagnosis are available or Active: Define if the patient has medical problems

View Patient Summary Create/Edit Patient Summary

Patient Information
ID: 222 Name: Test Surname: Testopoulos Date of Birth: 01-01-1990 Gender: Male Telephone: 99517092

Patient Summary Version: Draft Expand All Collapse All

Patient Data Patient Clinical Data Patient Summary Data

Surgical Procedures Has known procedures? + Add Surgical Procedure

Procedure Date	Description	Status	Actions
May 13, 1997	Ceroid endarterectomy	Disable	

First Previous 1 Next Last Items per page: 5

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

Current Problems/Diagnosis Has medical problems? + Add Problem/Diagnosis
Last Six (6) months

Onset Time	ICD-10	Problem/Diagnosis Description	Status	Actions
Mar 22, 2024	R19.3	Abdominal rigidity	Disable	

First Previous 1 Next Last Items per page: 5

Medical Devices and Implants (Number of saved entries: 0)

Testament Recommendations (Number of saved entries: 0)

If the patient has current medical Problems: Add Problem/Diagnosis

NCP eHealth(Cyprus) Portal -Doctor Operations (National)

Current Problems/Diagnosis (Last Six (6) months)

Onset Date (Please fill date in a correct format (dd-MM-yyyy))

dd-mm-YYYY

Problems/Diagnosis Description* (ICD-10 version 2016)

Search by Code Search by Description

Code Description

Please fill in all fields

Cancel Save

Medical Devices and Implants

If no Medical Devices and Implants are available or Active: Define if the patient has medical devices and implants

View Patient Summary Create/Edit Patient Summary

Patient Information
ID: 222 Name: Test Surname: Testopoulos Date of Birth: 01-01-1990 Gender: Male Telephone: 99517092

Patient Summary Version: **Draft** Expand All Collapse All

Patient Data Patient Clinical Data Patient Summary Data

Last Six (6) months

Current Problems/Diagnosis Has medical problems? Has medical problems + Add Problem/Diagnosis

Last Six (6) months:

Onset Time	ICD-10	Problem/Diagnosis Description	Status	Actions
Mar 22, 2024	R19.3	Abdominal rigidity	Disable	👁

First Previous 1 Next Last Items per page: 5

Medical Devices and Implants (Number of saved entries: 0)

Medical Devices and Implants Has medical device? No known devices in use + Add Medical Device/Implant

Implant date Device and Implant description Status Actions

First Previous 1 Next Last Items per page: 5

Treatment Recommendation (Number of saved entries: 0)
Therapeutic recommendations that do not include drugs

Top

If the patient has current medical devices and implants: Add Medical Device/Implant

Add Medical Devices and Implants

Implant date (*Correct format (dd-MM-yyyy)*)

dd-mm-YYYY

Device and Implants description * (Coded by SNOMED-CT:)

Medical Devices and Implants Description

Please fill in all fields

Cancel Save

Treatment Recommendation

Add Treatment

Add Treatment Recommendation

Recommendations description * (free text)

Treatment Recommendation Description

Only these characters are accepted: 'a-z', 'A-Z', '0-9', '_,.'

Please fill in correctly all fields

Cancel Save

Autonomy/Invalidity

Add Autonomy/Invalidity

Add Autonomy/Invalidity

Description * (free text)

Treatment Recommendation Description

Only these characters are accepted: 'a-z', 'A-Z', '0-9', '_,.'

Please fill in correctly all fields

Cancel Save

Medication Summary

If no Medication Summary and Implants are available or Active: Define if the patient has medication information

The screenshot displays the 'Patient Information' and 'Medication Summary' sections of the NCP eHealth(Cyprus) Portal. The patient information includes ID: 222, Name: Test, Surname: Testopoulos, Date of Birth: 01-01-1990, Gender: Male, and Telephone: 99517092. The 'Patient Summary Version' is 'Draft'. The 'Medication Summary' section shows a 'List of current medicines (Drugs only)' table with one entry: ALGOFEN TABLET 500MG paracetamol (N02BE01) on Apr 30, 2024, with a strength of 500MG, dose form of TABLET, and a duration of 2 TABLET 8 per hour 3 day. A dropdown menu for 'Has medication info?' is open, showing options: 'Has medication info', 'No known medications', and 'No information about medications'. The 'Add Medication' button is visible next to the dropdown.

Date of onset	Brand Name - Active ingredient (ATC)	Strength	Dose form	Duration	Status	Actions
Apr 30, 2024	ALGOFEN TABLET 500MG paracetamol (N02BE01)	500MG	TABLET	2 TABLET 8 per hour 3 day	Disable	

If the patient has medication info: Add Medication

Add Medication

Search of Medicinal Product (at least 2 any characters) Please fill all necessary fields, marked with an asterisk (*)

Brand Name Active Substance ATC Code

Search

Description

ATC Code*

Active Substance(s)*

Product Name* Strength*

Pharmaceutical Dose Form*

Posology

Quantity (Decimal noted as .) Units per Intake Frequency of Intake Frequency of Intake Unit

Every:

Route of Administration Duration of treatment Duration Units Onset Date (Correct format dd-mm-yyyy*)

Please fill all necessary fields, marked with an asterisk (*)

Social History

Add Social History

Add Social History

*Start Year (Correct format YYYY) End Year (Correct format YYYY)

Social History Description* (Coded by SNOMED-CT)

Please fill in correctly all fields. Start year must be smaller than end year and equal or bigger than the year of birth
Please give correct year format

Physical Findings

Add Physical Findings

Add Blood Pressure

Date when blood pressure was measured (*Correct format (dd-MM-yyyy)*)

dd-mm-YYYY

Systolic blood pressure* mmHg

Diastolic blood pressure* mmHg

Please fill in correctly all fields. Systolic pressure should be have a greater value than the diastolic pressure.

Cancel Save

Diagnostic Tests

Includes Blood Group only. Only on record should be active

Add Diagnostic Test

Diagnostic Test

Date (*Please fill date in a correct format (dd-MM-yyyy)*)

dd-mm-YYYY

Blood Group (Coded by SNOMED-CT:)

Blood group

Please fill in all fields

Cancel Save

To complete Patient Summary submission please proceed.

Delete Patient Summary New Version

Save Patient Summary New Version

ePrescription-A (Doctor role)

Select Preview / Create ePrescription



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[Home](#) : [National](#) : [European](#)

[Home](#) / [National](#) / [Patient Menu](#)

Patient Information

ID: 222 [Name](#): Test [Surname](#): Testopoulos [Date of Birth](#): 01-01-1990 [Gender](#): Male [Telephone](#): 99517092

Patient Summary

[Preview](#) | [Create](#) | [Edit](#)

ePrescriptions

[Preview](#) | [Create](#)

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Add Prescription

NCP eHealth(Cyprus) Portal - Doctor Operations (National)

Search of Medicinal Product (at least 2 any characters) All fields with (*) are mandatory

Brand Name Active Substance ATC Code

Search Clear Form

Description

ATC Code

Active Substance(s)

Product Name

Strength

Pharmaceutical Dose Form

Is substitution of Brand name allowed* Yes No

Packaging

Package Description* Number of packages*

Posology

Quantity* (Decimal noted as .)

Units per Intake* Every:

Frequency of Intake*

Frequency of Intake Unit*

Route of Administration*

Duration of treatment*

Duration Units*

Onset Date *Correct format is: dd-mm-yyyy*

Instructions to patient

Instruction to Patient

Advices to dispenser

Advices to dispenser

All fields with (*) are mandatory

Preview ePrescription

Patient Information

ID: 222 Name: Test Surname: Testopoulos Date of Birth: 01-01-1990 Gender: Male Telephone: 99517092

ePrescriptions (Only for Cross Border eHealth Services)

+ Add Prescription

Prescription ID	Issue Date	(ATC code) Description	Status	Actions
CY2024053100000042	31/05/2024	(A10AE04) insulin glargine 100U/ML	Active	

Description

Author:

Brand Name: ABASAGLAR SOLUTION FOR INJECTION 100U/ML

Strength: 100U/ML

ATC Code: A10AE04

Dose form: SOLUTION FOR INJECTION

Active Ingredient: insulin glargine

Packaging: 1 x (PACK WITH 10 CARTRIDGES X 3ML)

Treatment

Quantity: 8 CARTRIDGE(S)

Duration: 1 month

Frequency: EVERY 1 DAY(S)

Onset Date (Day/Month/Year): 31/05/2024

Route of Administration: SUBCUTANEOUS USE

Advices to dispenser:

Instructions to patient:

First Previous 1 Next Last

Items per page: 5

PS-B Service (Doctor role)

Click European patient's data



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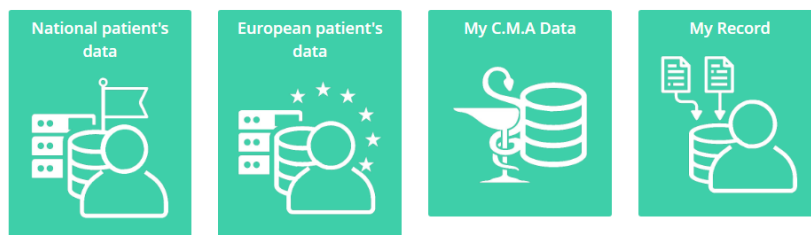
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Select the country of origin of EU patient



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Select the Country of the Patient



Czech Republic



Estonia



Spain



Finland



France



Greece



Croatia



Hungary



Ireland



Luxembourg



Malta



Netherlands



Poland



Portugal



Sweden



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Search Patient from Greece. Provide GR national security number



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Greece Patient Data Retrieve Form

nationalSecurityNumber

Search

Emergency procedure

Choose if it is an emergency procedure that prevents the patient from giving consent.

About NCP Cyprus

EU citizens have the right to access healthcare in any EU country and to be reimbursed for care abroad by their home country. Directive 2011/24/EU on patients' rights in cross-border healthcare sets out the conditions under which a patient may travel to another EU country to receive medical care and reimbursement. It covers healthcare costs, as well as the prescription and delivery of medications and medical devices.

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Retrieve Personal Details. Define the reason of accessing the patient data and click “Retrieve Medical Documents List”

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Home : National : European

Greece Patient Data Retrieve Form

nationalSecurityNumber

Emergency procedure
Choose if it is an emergency procedure that prevents the patient from giving consent.

Patient Details

Name: MAPIA	DOB: 01-01-1975 (day-month-year)
FamilyName: ΔΗΜΟΥ	Gender: female
Address: ΛΥΚΟΥΠΤΟΥ 10, City: ΑΘΗΝΑΙΩΝ Postal Code: Country: GREECE	

Please define the reason for accessing the patient data

TREATMENT EMERGENCY

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Retrieve PS list



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Greece Patient Data Retrieve Form

nationalSecurityNumber

Emergency procedure
Choose if it is an emergency procedure that prevents the patient from giving consent.



Patient Details

Name: MAPIA DOB: 01-01-1975 (day-month-year)
FamilyName: ΔΗΜΟΥ Gender: female
Address: ΛΥΚΟΥΠΤΟΥ 10, City: ΑΘΗΝΑΙΩΝ Postal Code: Country:
GREECE

Please define the reason for accessing the patient data

TREATMENT EMERGENCY

Patient Documents List

Description: The Patient Summary document (CDA L1 / PDF body) for patient 01017515303	Filetype: PDF 	<input type="button" value="Open Pdf Document"/>
Description: The Patient Summary document (CDA L3 / Structured body) for patient 01017515303	Filetype: CDA XML 	<input type="button" value="Open Clinical Document"/>

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Open PDF document (Content in country of affiliation of the EU Citizen)

NCP eHealth(Cyprus) Portal - Doctor Operations (EU)

Please define the reason for accessing the patient data

TREATMENT EMERGENCY

Retrieve Medical Documents List

Patient Documents List

Description: The Patient Summary document (CDA L1 / PDF body) for patient 01017515303

Filetype: PDF

Open Pdf Document

Description: The Patient Summary document (CDA L3 / Structured body) for patient 01017515303

Filetype: CDA XML

Open Clinical Document

lyu6rb34dfcPNLLAplbmRzdHJlYW0KZW5kb...

1 / 5 | 75%

ΗΔΙΚΑ ΥΠΟΥΡΓΕΙΟ ΥΓΕΙΑΣ / Ministry of Health
ΚΟΙΝΩΝΙΚΗΣ ΑΣΦΑΛΙΣΗΣ Α.Ε.

Ιατρικό Ιστορικό Ασθενή

Ημερομηνία δημιουργίας εγγράφου: 01/07/2022 | Ημερομηνία τελευταίας ενημέρωσης εγγράφου: 01/07/2022

Στοιχεία ασθενή

ΑΜΚΑ	01017515303	Διεύθυνση	ΛΥΚΑΟΡΓΟΥ 10
Όνοματεπώνυμο	ΔΗΜΟΥ ΜΑΡΙΑ	Πόλη	ΑΘΗΝΑΙΟΝ
Ημερομηνία	01/01/1975	Χώρα	ΕΛΛΑΔΑ
Φύλο	Γυναίκα		

Δημιουργός εγγράφου

Στοιχεία	
Οδός / Πόλη / ΤΚ / Χώρα	Λυκαόργου 10 / Αθήνα / 10551 / Ελλάδα
Τηλέφωνο	
E-mail	servicedesk@ncpehealth.gr
Λογισμικό δημιουργίας ιατρικού ιστορικού	

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Open Clinical Document (translated XML document parsed in CDA Display Viewer).


Please define the reason for accessing the patient data

TREATMENT EMERGENCY

Retrieve Medical Documents List

Patient Documents List

Description: The Patient Summary document (CDA L1 / PDF body) for patient 01017515303

Filetype: PDF 

Open Pdf Document

Description: The Patient Summary document (CDA L3 / Structured body) for patient 01017515303

Filetype: CDA XML 

Open Clinical Document



[See details](#)

Creation Date of the Document: 2022-07-01 20:59:16 (+03:00) | Last Update of the Information: 2022-07-01 | Original Document Language: Greek, Modern (1453-)-GREECE

Clinical sections

Allergies and adverse reactions Document

Original narrative

Translated coded

Reaction Type	Clinical Manifestation	Agent	Onset Date	Severity
Allergy to food	Urticaria	Kiwi fruit	2021-02-19	Mild
Allergy to drug	Nausea	amoxicillin	2021-02-19	Moderate to severe
Allergy to substance	Vomitus	grass pollen	2021-02-19	Severe

Problem list - Reported

Original narrative

Translated coded

Active Problem	Onset Date
Melasma and fatigues (R65)	2020-11-13

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eP-B Service (Pharmacist role)

Click European patient's data

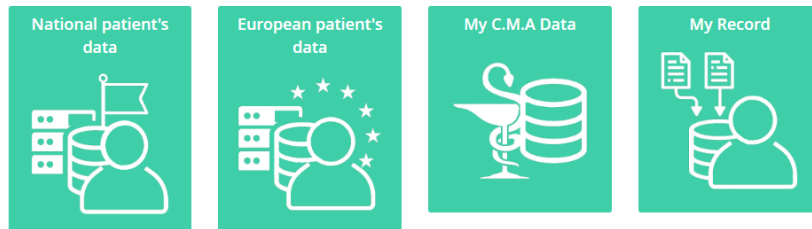
NCP eHealth(Cyprus) Portal - Pharmacist (eDispensation)



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Select the country of origin of EU patient



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Select the Country of the Patient



Czech Republic



Estonia



Spain



Finland



France



Greece



Croatia



Hungary



Ireland



Luxembourg



Malta



Netherlands



Poland



Portugal



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Search Patient from Greece. Provide GR national security number



Greece Patient Data Retrieve Form

nationalSecurityNumber

Search

Emergency procedure

Choose if it is an emergency procedure that prevents the patient from giving consent.

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Retrieve Personal Details. Define the reason of accessing the patient data and click "Retrieve Medical Documents List"

Greece Patient Data Retrieve Form

nationalSecurityNumber

01018513588

Search

Emergency procedure

Choose if it is an emergency procedure that prevents the patient from giving consent.

Patient Details

Name: ΕΛΕΝΗ

DOB: 01-01-1985 (day-month-year)

FamilyName: ΑΛΕΞΙΟΥ

Gender: female

Address: ΕΓΝΑΤΙΑ 10, Postal Code: 54632

City: ΘΕΣΣΑΛΟΝΙΚΗΣ Country: GR

Preview eP List

Open eP PDF

NCP eHealth(Cyprus) Portal - Pharmacist (eDispensation)

Prescription for medication

Patient						
Prefix	Family Name	Given Name	Date of Birth	Gender	Regional/National Health ID	National Insurance Number
	A.METOU	E.MENH	1985-01-01	Female	0101853588	

Prescriber

Prescription ID: 220913321 Date of Prescription: 2024-03-28 14:25:04 (+02:00)

LANTUS INJ.SOL.100 IU/ML CARTR.3ML BTXSCARTR.X3ML (ATC A10AE04 Insulin glargine)

Medicinal Product	Prescription Details								
<p>Medicinal Product Identifier: 245930002</p> <p>Pharmaceutical Product Identifier</p> <table border="1"> <thead> <tr> <th>Code System</th> <th>Code</th> <th>Name</th> <th>Strength</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td>INSULIN GLARGINE</td> <td>100 /1</td> </tr> </tbody> </table> <p>Brand Name: LANTUS INJ.SOL.100 IU/ML CARTR.3ML BTXSCARTR.X3ML</p> <p>Marketing Authorization Holder: AVENTIS PHARMA DEUTSCHLAND GMBH, FRANKFURT AM MAIN, GERMANY</p> <p>Strength: 3,54 mg/mL</p> <p>Dose Form: Solution for injection</p> <p>Route of Administration:</p>	Code System	Code	Name	Strength			INSULIN GLARGINE	100 /1	<p>Duration of Treatment: From 2024-04-09 Until 2024-05-09</p> <p>Units per Intake: 20 unit(s) - 20 unit(s)</p> <p>Frequency of Intakes: Every 1 day</p> <p>Instructions to patient</p> <p>Advise to the dispenser</p> <p>Is substitution of brand name allowed? Yes</p>
Code System	Code	Name	Strength						
		INSULIN GLARGINE	100 /1						

Dispense eP

Packaging Details	Dispensation Details
<p>Medicinal Product Package Identifier</p> <p>Number of Packages: 1</p> <p>Package Size: <ul style="list-style-type: none"> unknown 3 unit(s) Solution for injection </p>	<p>Substitute* <input type="checkbox"/> Mark the checkbox if brand name (when allowed), has been substituted or package size has been changed.</p> <p>Dispensed Product: LANTUS INJ.SOL.100 IU/ML CARTR.3ML BTXSCARTR.X3ML</p> <p>Dispensed Package Size: <ul style="list-style-type: none"> unknown 3 unit(s) Solution for injection </p> <p>Dispensed Number of Packages: 1</p> <p><small>* 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 system allows the input of the new brand name.</small></p> <p>Dispense</p>

Dispense eP

Packaging Details	Dispensation Details
Medicinal Product Package Identifier	Substitute* <input type="checkbox"/> Mark the checkbox if brand name (when allowed) has been substituted or package size has been changed
Number of Packages	Dispensed Product LANTUS INJ SOL 100 IU/ML CARTR,3ML BTXSCARTR,X3ML
Package Size	Dispensed Package Size
<ul style="list-style-type: none">unknown5 unit(s) Solution for injection	<ul style="list-style-type: none">unknown5 unit(s) Solution for injection
	Dispensed Number of Packages
	1
	<small>* 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 system allows the input of the new brand name.</small>
	<input type="button" value="Dispense"/>

Note:

Once your operation is completed, make sure to Logout properly from the system.

Notes:



Every European citizen, regardless of his/her European country of residence or the duration of stay, can now feel even safer in case of illness or urgent Health Care need.

Through Electronic Cross Border Healthcare Services, European citizens can now reach Healthcare professionals in the area where they temporarily reside, knowing that they will be able to have access to their Electronic Prescriptions (ePrescriptions) and Patient Summary Reports.

These services are available under the brand “MyHealth@EU” and facilitate optimum response to EU Cross-Border Health Emergencies.