



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

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Deputy Catherine Connolly TD,  
Dáil Eireann,  
Leinster House,  
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Dublin 2.

6<sup>th</sup> Sept 2022

PQ 44221/22

*“To ask the Minister for Health the processes and procedures that are in place to facilitate the collection of data on the number of patients accessing treatment abroad under the cross border directive; the number of persons who used the cross border directive to avail of health services in each of the years 2017 to 2021 and to date in 2022; the countries in which they received treatment; the medical procedures availed of; the cost per year in tabular form; and if he will make a statement on the matter.”*

Dear Deputy Connolly,

Thank you for your parliamentary question referenced above, which has been forwarded to me for direct reply.

*“Processes and procedures that are in place to facilitate the collection of data on the number of patients accessing treatment abroad under the cross border directive”*

Upon receipt of an application for prior notification or for reimbursement the details of the application are recorded on a spreadsheet. We record the details which are relevant to the processing of the prior notification or the reimbursement.

The use of spreadsheets is less than ideal and work has been ongoing to develop a purpose built database. That database is currently being implemented on a trial basis and it is hoped by 2023 the database will be fully operational. We hope the database will allow for easier complication of management information and monitoring of activity to mitigate risks of fraud.

*“The number of persons who used the cross border directive to avail of health services in each of the years 2017 to 2021 and to date in 2022; The cost per year in tabular form.”*

Unfortunately we cannot provide information by person due to the limitations of recording information by means of spreadsheets. We can however provide information based on the number of applications. I am setting out hereunder the information on the numbers of reimbursement for 2017 to date:

## Cross Border Directive Activity Description

Activity Description	2014	2015	2016	2017	2018	2019	2020	2021	2022 Aug YTD
No. of reimbursements processed**	7	150	1,025	2,011	3,886	4,961	4,723	1,914	702
Value of claims Processed	€29,265	€585,863	€2,499,967	€4,433,642	€12,288,398	€13,121,259	€15,376,103	€7,811,328	€2,941,839.53

\*Data on the number of queries is compiled based on new enquiries only. All other telephone queries from applicants on other telephone lines additional to the general line number and e-mails coming from applicants are currently not being recorded. For example, requests for updates regarding the status of an application, explanation of an incomplete/decline/reimbursement letter issued will be dealt with by the member of staff processing that application.

\*\*This figure is the actual number of reimbursements processed for payment. Each reimbursement may include both consultations and treatment but is treated as a single reimbursement. The next table captures details of the individual reimbursements on a patients claim.

If you have any queries, or would like to discuss further, please do not hesitate to contact me on 0872668759 or via [catherinet.donohoe@hse.ie](mailto:catherinet.donohoe@hse.ie).

Yours sincerely,



Catherine Donohoe

A/Assistant National Director.