



A Letter from Brussels

The European Emergency Number Association shares news from abroad.

EENA to Strengthen Efforts to Improve European 1-1-2 Education

EENA is launching a wide *1-1-2 Community Education* project to promote awareness of the European Emergency Number—1-1-2. The project will engage in a number of promotional efforts to educate the general public and promote specific educational outreach efforts for children, parents, teachers and senior citizens. “While *all* citizens need to be educated and trained about how and when to call 1-1-2, children are particularly in need of education and outreach,” stated Olivier Paul-Morandini, President and Founder of EENA. “They can be the most vulnerable victims of an emergency: they might be alone and frightened, they might not know how to react or behave, or they simply ignore the existence of emergency numbers, which they could call to receive help and assistance. Children may, at times, be the only one to call to get help for a parent.” EENA Advisory Board Chair, Demetrios Pyrrros, added, “The steps that EENA is prepared to take under this 1-1-2 Community Education Project will increase the percentage of people who know about the European Emergency Number—1-1-2. Our whole emergency communications and response service today is facing great challenges. It is critical that we educate our communities When, Why and How to dial 1-1-2.”

On June 3, EU Telecoms Commissioner Viviane Reding launched a dedicated 1-1-2 Web site (<http://ec.europa.eu/112>) and held a public exhibition at the Berlaymont. “The millions of EU citizens going on holidays this summer only need to remember one emergency number: 1-1-2,” she said. “While 1-1-2 is now available in all but one country across the EU, I call on Member States to make 1-1-2 better known and more effective. *All EU citizens should know they can dial 1-1-2 to reach emergency services.*”

“As more and more citizens travel across the EU, a single number which works across the EU (and which does not replace national numbers) is critical,” stated Diana Wallis, Vice President of the European Parliament and Member of the EENA Advisory Board, who spoke together with Commissioner Reding during the 1-1-2 public exhibition. “*We need a large publicity and educational campaign to make sure that all Europeans know this number;*” she added. “The latest Eurobarometer survey indicated that only one in five Europeans (22 percent) could spontaneously identify 1-1-2 as the number to call for emergency services anywhere in the EU. Seventeen years after the creation of the European emergency number 1-1-2 by the European Union, it is very disappointing that nearly 80 percent of Europeans remain unaware of the three digits that can save their lives everywhere in the EU.”

The EENA 1-1-2 Community Education project aims at reducing the lack of information regarding the use of the single European emergency number 1-1-2 and at providing children, their parents and educators and other citizens with an efficient set of tools. The efforts will be led by EENA’s newly organized Communication Committee, chaired by corporate EENA Advisory Board members Andrew Hawkins of Microsoft and Michael Amarosa of TruePosition. Activities for this project will include expanding and improving EENA’s Web site to collect information regarding the use of 1-1-2 in each EU Member State and provide continuing resources. Education efforts will include outreach for the speech and hearing impaired and multilingual materials will be made available to accommodate the multiple languages spoken in the various countries across Europe.



Three-year old Krystian Drozdek was awarded on June 3 in Brussels during the 1-1-2 Awards Ceremony for saving his mom by dialing 1-1-2. He is pictured with Member of the European Parliament, Jacek Saryusz-Wolski. © EENA / Eventattitude / F. Debatty.

Major EU Initiatives on Cross-Border Health Services and e-Health

The European Commission recently presented a proposal for a Directive on patients’ rights in cross-border healthcare (see http://ec.europa.eu/health/ph_overview/co_operation/healthcare/news_en.htm).

The proposal, which must be approved by the European Parliament and the Council of Ministers, clarifies how EU citizens can seek healthcare abroad, and the level of financial coverage that is provided for cross-border healthcare. It establishes the recognition of prescriptions issued in another Member State. It provides for the development of European reference networks of healthcare providers on the basis of specific conditions and criteria. It gives the Commission the task to adopt specific measures necessary for achieving the interoperability of information and communication technology systems in the healthcare field. Finally, it provides for reinforced interoperability for e-Health services and systems. EENA will submit concrete proposals in view of reinforcing the importance of emergency services in the context of the final act.

In parallel the Commission issued a recommendation on the cross-border interoperability of electronic health record systems (see http://ec.europa.eu/information_society/newsroom/cf/itemlongdetail.cfm?item_id=4224). The key objective of this recommendation is to allow patient choice to access his/her important information stored in electronic health record systems anywhere, anytime, particularly by making emergency medical data or patient summaries available to avoid delays in diagnosis or medical errors in treating victims of car or other types of accidents with certain health risk factors. It is also to ensure the refilling of prescriptions or replacing lost medicines and the ‘continuity of care,’ facilitating unscheduled medical encounters and continued treatment afterwards, which is important in special conditions such as pregnancy. Finally, in the case of a large-scale crisis such as an epidemic disease outbreak, a terrorist attack, a plane crash, or a large-scale natural or human disaster, rapidly provided information is essential to assist the management of emergency operations, ‘triage’ of patients and the outcome of the treatment required. The information contained in the patients’ health record summaries has yet to be agreed upon, but it will include a basic summary of a person’s health such as blood group, known allergies, medical conditions and details of medication the patient may be taking. These recommendations will contribute to the achievement of overall European e-Health interoperability by the end of the year 2015.

Actions by the EENA in Favor of the European Emergency Number 1-1-2

EENA has been actively working to promote an efficient 1-1-2 through interventions to the Budget Committee of the European Parliament to ensure financing of 1-1-2 excellence centers through constantly updating people involved in the adoption of the new telecommunications legislative framework and through preparing for the European 1-1-2 day in 2009. The European Parliament will adopt in its September session the final report on the telecommunications regulatory framework.

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