



National Health Service
Republic of Latvia

Patient Information Notice (PIN) about the cross-border ePrescription for patients traveling to the Republic of Latvia

MyHealth@EU European Single Digital Gateway Platform

From 4 March 2024, residents of the Member States of the European Union, Iceland, Norway and Liechtenstein (hereinafter - Member States) residing in the Republic of Latvia will be able to purchase e-prescription medicines prescribed in their Member State, as this information will be available in Latvian pharmacies. The service also works in the opposite direction - information on e-prescriptions of Latvian residents will also be available in pharmacies in other Member States.

This information is available to Member States' healthcare authorities and pharmacies via the European Single Digital Gateway. However, it should be noted that as of 4 March, the cross-border exchange of ePrescription data was started with Spain, Poland, Estonia, Portugal, Lithuania and Czech Republic, while other countries will join gradually. The list of countries will be updated in the "[Cross-border eHealth services](#)" section of the National Health Service.

It should be stressed that from 4 March, specialists will only have access to information that is available in the patient's home country information system or local system.

What is the European Single Digital Gateway?

Cross-border e-prescribing information exchange services are provided through the European Single Digital Gateway and National eHealth Contact Points.

Each country also determines which organisation, as the data controller, takes responsibility for processing patients' data. Each country determines, in accordance with its national law,

which organisation, as data controller, takes responsibility for the processing of patient data. For information on Latvia, please refer to the table at the end of this document.

What patient health data can I access?

For e-prescriptions and purchasing information. Latvian pharmacies have access to information on prescriptions in the E-health system. When dispensing medicines on the basis of an e-prescription, information on the purchase of medicines is also processed. An e-prescription contains the same information as a printed prescription - information about the patient, the doctor and the medicines prescribed.

What is the legal basis for the use of personal data?

MyHealth@EU services will be available depending on the conditions set by each country.

Personal data will be processed in the Member States in accordance with the national laws and regulations of each Member State and Regulation (EU) 2016/679 of the European Parliament and of the Council on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).

In Latvia, the procedure for processing medical data is determined by the Cabinet of Ministers Regulation of 11 March 2014 No 134 "Regulations on the Unified Health Sector Electronic Information System".

Emergency situations may justify the use of patient data for treatment without the patient's consent. For information on Latvia, please refer to the table at the end of this document.

What is the purpose of data processing?

The main purpose of processing a patient's health data is to provide healthcare or medicines to the patient. However, additional objectives may be set out in each Member State's legislation.

For more details, please refer to the table "Information on services and procedures in the Republic of Latvia" at the end of this document.

Who processes this data and who has access to it?

Patients' personal data will be accessible to authorised and identified healthcare professionals involved in the dispensing of medicines in pharmacies.

The digital services infrastructure for cross-border eHealth services enables the exchange of information on basic patient health data and e-prescriptions through the European Single Digital Gateway and national eHealth Contact Points.

A list of data processors is provided in the table "Information on services and procedures of the Republic of Latvia" at the end of this document.

Where and for how long are personal data stored?

There is no provision for the storage of data transferred from the patient's home country to another Member State (except for e-prescription dispensing data). Only data display is provided. This means that the data is requested and viewed by a healthcare professional or pharmacist in the Member State concerned and, in the case of dispensing, indicates that the medicine has been dispensed (sold).

What are patients' rights? How to exercise them?

Patients have the right to access their personal data. In addition, the patient can exercise the right to rectification, erasure, restriction of access. For more information on the total or partial ban on access to data, please visit www.eveseliba.gov.lv. See the section "Using eHealth" (available in Latvian).

At the same time, the patient has the right to lodge a complaint with the data protection supervisory authority. In Latvia, this is the State Data Inspectorate.

A list of all Member States' supervisory authorities is available at:
https://edpb.europa.eu/about-edpb/about-edpb/members_en

Information on services and procedures in the Republic of Latvia

Member State	Latvia
Service provided by the state	E-prescription
Data to be exchanged	<p>Patient demographic data is processed to identify the patient, as well as e-prescriptions and medicines purchase information. When dispensing medicines on the basis of an e-prescription, information on the purchase of medicines is also processed.</p> <p>An e-prescription contains the same information as a paper prescription - the doctor's and patient's identification and the medicines prescribed.</p>
Role of the State in data exchange	<ul style="list-style-type: none"> ● The e-prescription dispensing (selling) information will be sent to the patient's home country. ● Ensure that patients' e-prescriptions can be accessed by healthcare professionals in other Member States. <p><u>Legal basis</u></p> <ul style="list-style-type: none"> ● Patient consent is required before a service can be provided to a patient. <p><u>Applicable law</u></p> <ul style="list-style-type: none"> ● Regulation (EU) 2016/679 of the European Parliament and of the Council on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) ● Cabinet of Ministers Regulation of 11 March 2014 No 134 "Regulations on the Unified Health Sector Electronic Information System" ● Cabinet of Ministers Regulation No 175 of 08.03.2005 "Regulations on the Preparation and Storage of Prescription Forms and on the Issuing and Storage of Prescriptions"
Restricting access to specific data	<ul style="list-style-type: none"> ● Patient can restrict access to specific data <p><u>What kind of data?</u></p>

A resident of Latvia may impose a total or partial ban on access to his/her data in the E-Health system of the Republic of Latvia. If a total ban is imposed, the healthcare professional or delegated person will not be able to view or perform other acts on the personal data.

How to do it?

To completely deny access to their data, a person must log in to the E-Health portal www.eveseliba.gov.lv and tick the "Full card ban" box under "Personal data", indicating which person (doctor or delegated person) they want to deny access to view their data.

To partially deny access to your data, you must log in to the E-health portal www.eveseliba.gov.lv and under "Patient record" - "Basic health data" or "Medical records", tick "deny" next to the information you want to deny access to.

By denying healthcare professionals access to their medical

Purpose of use	Dispensing medicines
Data storage	Patient data shall be stored in the active database of E-Health until the data subject is found to be deceased. This data is then archived (made unusable). Obsolete data are also archived.
Data Controller	<p>Name of institution: National Health Service</p> <p>Address: 31 Cesu Street, Building 3, 6th Entrance, Riga, Latvia, LV-1012</p> <p>E-mail: nvd@vmnvd.gov.lv</p> <p>Phone: for contact from Latvia: 80001234; for calls from overseas numbers: +371 67045005</p>
Data processors	<p>Name of institution: National Health Service</p> <p>Address: 31 Cesu Street, Building 3, 6th Entrance, Riga, Latvia, LV-1012</p> <p>E-mail: nvd@vmnvd.gov.lv</p>

	Phone: for contact from Latvia: 80001234 ; for calls from overseas numbers: +371 67045005
Data Protection Officer	Name of institution: Data State Inspectorate Address: 17 Elijas Street, Latgale Urban District, Riga, Latvia, LV-1050 E-mail: pasts@dvi.gov.lv Phone: +371 67223131
Information notices for patients	www.vmnvd.gov.lv

