



Nacionālais veselības dienests

# Use in Latvia of e-prescriptions issued in an EU country

Information for foreign tourists

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From 4 March 2024, residents of the Member States of the European Union, Iceland, Norway and Liechtenstein (hereinafter referred to as "Member States") arriving in Latvia for business, tourism and other purposes may also purchase e-prescription medicines prescribed in their Member State in pharmacies, as this information will be available in Latvian pharmacies.

This information is available to Latvian pharmacies if e-prescription data is exchanged between Member States. From 4 March, cross-border exchange of e-prescription data will be possible with the following Member States: (link to website section).

The aforementioned information is available to Latvian pharmacies if the exchange of e-prescription data is ensured between Member States. From March 4, cross-border data exchange of e-prescriptions was launched with Estonia, the Czech Republic, Poland, Spain, Lithuania and Portugal, while other countries will join gradually. The list of countries will be renewed in the National Health Service section "[Cross-Border E-Health Services](#)".

**Important!** It should be underlined that from 4 March, information on e-prescriptions and their data will be provided to healthcare practitioners to the extent that the Member State provides for the exchange of e-prescription data and to the extent that it is available in the patient's home country information system or local system.

## Who is this information for?

This information is intended for residents of the Member States who are arriving in Latvia.

It aims to inform the citizens of the Member States about how to use e-prescriptions in Latvia and how their personal data is processed, as well as about the applicable legislation if a patient's e-prescription is accessed by pharmacy staff in Latvia.

## How to use e-prescription in Latvia?

When you arrive at the pharmacy, you must inform them that you are a resident of a Member State and that you want to buy the medicine with an e-prescription that was issued in the respective Member State. Pharmacists or pharmacist assistants must check your identity document at the pharmacy. The purchaser pays 100% of the purchase price of the medicinal product in Latvia (including if the Member State has issued a prescription for a state reimbursable medicinal product).

Note that e-prescription medicines obtained in another Member State will not be available in Latvia if they contain psychotropic or narcotic substances. Medicines that are listed in the open text field of the e-prescription (e.g. medicines made to order by pharmacies, etc.) will also be excluded.

## Who has access to my data?

Only certified pharmacists and pharmacist assistants working in Latvian pharmacies have access to your data. Member States ensure that pharmacists have adequate information and training and that they can only access your data when they need to dispense medicines.

The viewing of a patient's e-prescription data and filling of an e-prescription is recorded and stored in the audit trail. Before a patient's e-prescription is filled, the patient is identified and a note is made that the patient has given consent to the processing of personal data.

## What kind of data is processed?

Your demographic data is processed to identify you, as well as e-prescription and medicines purchase information. Latvian pharmacies have access to a list of the e-prescription medicines prescribed to you. When dispensing medicines on the basis of an e-prescription, the purchase information is also processed. An e-prescription contains the same information as a paper prescription - the identity of the doctor and patient, and the medicine prescribed.

## Are my data safe?

Data is exchanged between Member States via the European Core Services platform. The legal basis for the transfer of patient data is 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) and Cabinet Regulation No 134 of 11 March 2014 "Regulations Regarding the Unified. Electronic Information System of the Health Sector".

# Data processing

Your data will be processed in the Member States in accordance with the national laws 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).

The procedure for processing data, including e-prescriptions, stored in the unified electronic information system for the health sector in Latvia (E-health system) is determined by Cabinet of Ministers Regulation No 134 of 11 March 2014 "Regulations Regarding the Unified Electronic Information System of the Health Sector".

## Your rights

You have the right to request data and information from the National Health Service about who has processed your e-prescription information and the reason for processing it. In the event of a reasonable suspicion, you also have the right to lodge a complaint with the supervisory authority either in your country of residence or in Latvia, depending on the specific situation. In Latvia, the supervisory authority is the State Data Inspectorate.

The contact details of the supervisory authorities in each Member State can be found on the European Commission's [website](#).

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## Where to find out more?

For more information on the use of e-prescriptions in Latvia, you can contact the Latvian Contact Point provided by the National Health Service.

Latvian E-Health User Support Service: phone: 67803300, e-mail: [atbalsts@eveseliba.gov.lv](mailto:atbalsts@eveseliba.gov.lv)

**Member State Contact Points:** [List of Contact Points](#)