



Latvijas Digitālās  
veselības centrs

# Use of e-prescriptions issued in an EU Member State in Latvia

## Information for Foreign Tourists

From 4<sup>th</sup> March 2024, residents of EU Member States, as well as Iceland, Norway, and Liechtenstein (hereinafter – Member States), can purchase medications prescribed via e-prescriptions in their home country while visiting Latvia for business, tourism, or other purposes. This is possible because the relevant information will be accessible in Latvian pharmacies.

Latvian pharmacies can access this information if there is an established e-prescription data exchange between the Member States. From 4<sup>th</sup> March 2024, cross-border e-prescription data exchange has been launched with Estonia, Czechia, Poland, Spain, Lithuania, and Portugal. Other countries will join the system gradually. The list of participating countries will be regularly updated on the Latvian Digital Health Centre website under the section "[Pārrobežu E-veselības pakalpojumi](#)" and on the [eHealth Portal](#) under the same section.

### Important!



As of March 4, healthcare professionals in Latvia will have access to information about issued e-prescriptions and related data—to the extent that the respective Member State provides data exchange and makes the information available in the patient's home country's information system (i.e., local system).

## Who is this informational material intended for?

This information is intended for residents of EU Member States and countries participating in cross-border eHealth services who are visiting Latvia.

Its purpose is to inform them on how to use an e-prescription in Latvia, how their personal data will be processed, and which legal regulations apply when pharmacy staff in Latvia access their e-prescriptions.

## How to Use an e-prescription in Latvia?

When visiting a pharmacy, inform the pharmacist that you are a resident of an EU Member State and wish to purchase medication using an e-prescription issued in your home country. You must present a valid personal identification document to the pharmacist or pharmacist's assistant. In Latvia, the full cost of the medication must be paid by the purchaser, even if the e-prescription was issued in a Member State for state-reimbursed medication.

Please note that it is not possible to obtain medications in Latvia based on an e-prescription from another Member State if the medication contains psychotropic or narcotic substances. Additionally, medicines listed in the free-text section of the e-prescription (e.g., custom-made or pharmacy-compounded medications) cannot be dispensed.

## 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 receive the necessary information and training and that they may access your data only when it is required for dispensing medication.

Viewing and dispensing of a patient's e-prescription data is logged and stored in audit records. Before an e-prescription is dispensed, the patient is identified, and a record is made confirming that the patient has given consent for the processing of their personal data.

## What type of data is processed?

The data processed includes your demographic information, which allows for your identification, as well as information related to your e-prescriptions and medication purchases. Latvian pharmacies have access to a list of medications prescribed to you via e-prescription. When medication is dispensed based on an e-prescription, data on the purchase is also processed.

An e-prescription contains the same information as a paper prescription—identification details of both the patient and the prescribing doctor, as well as the prescribed medication.

## Is my data secure?

Data exchange between Member States is carried out through the European Core Service Platform.

The legal basis for transferring 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 (General Data Protection Regulation – GDPR), as well as Cabinet Regulation No. 134 of 11 March 2014 *“Regulations on the Unified Electronic Information System of the Health Sector.”*

## Data Processing

Your data will be processed in each Member State according to that country's national legislation and in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council (General Data Protection Regulation – GDPR).

In Latvia, the processing of data stored in the Unified Electronic Information System of the Health Sector (eHealth system), including e-prescriptions, is regulated by Cabinet Regulation No. 134 of 11 March 2014 *“Regulations on the Unified Electronic Information System of the Health Sector.”*

## Your Rights

You have the right to request data and information from the Latvian Digital Health Centre (Latvijas Digitālās veselības centrs) regarding who has processed your e-prescription information and the reasons for such processing.

If you have reasonable grounds for concern, you also have the right to file 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 **Data State Inspectorate (Datu valsts inspekcija)**.

The contact information for each Member State's supervisory authority is available on the [European Commission's website](#).

## Where Can I Find More Information?

To learn more about using e-prescriptions in Latvia, you can contact the **Latvian National Contact Point**, which is provided by the **National Health Service (Nacionālais veselības dienests)**.

<b>National Contact Points:</b>	<a href="#">List of Contact Points</a>
<b>Latvian eHealth User Support Service:</b>	Phone: +371 67803300 Email: <a href="mailto:atbalsts@eveseliba.gov.lv">atbalsts@eveseliba.gov.lv</a>