

Sixth Intergovernmental Group of Experts on

Consumer Law and Policy

18-19 July 2022

Room XVII, Palais des Nations, Geneva

Consumer Protection in the Provision of Health Services

Presentation

UNCTAD



INTERGOVERNMENTAL GROUP OF EXPERTS ON **Consumer protection law and policy**

18 - 19 July 2022, Palais des Nations





INTERGOVERNMENTAL GROUP OF EXPERTS ON
Consumer protection law and policy

Consumer protection in the provision of health services: Robin Simpson, UNCTAD

Roundtable, Monday, 18 July 2022
1115-1300, Room XVII, Palais des Nations,
UN, Geneva.





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Consumer protection law and policy

Social Infrastructure for Health

- Comprehensive social protection
- Finance & affordability
- Identity & eligibility
- Integration of informal sector workers
- Development of eHealth & telemedicine



Comprehensive protection in health

Health care and financial support during non-work;

Physical comprehensiveness of service: decentralisation & multiservice centres. Important role for eHealth.

Income support during pandemics and other emergencies: from temporary to permanent.

Integration of refugees and migrant workers into social protection services: Refugees: cost sharing; migrant workers: transborder rights.



Integration of informal sectors: 40% of global population have no social protection.



Financing & affordability

Network services and public health: indirect cost reduction for health services by addressing social determinants of health.

The 'Poor pay more' syndrome.

Need to mitigate levels of Out-of-Pocket Spending (OOPS):

40% of health spending in Low Income Countries.

Need to break out of OOPS / donor funding syndrome.



Medicines & OOPS: Can consumers outside formal systems benefit from generic substitution?



eHealth

Definitions and limitations of eHealth. Innovation and risk.

Cheaper and better internet access. Competition and consumer protection.

Coverage gap, usage gap & consumption gap.

eHealth in a decentralised infrastructure. Digital technology as a virtuous circle.

Data as a public good



Consumers should not have to be digital experts to have access to their rights:

Technological neutrality and entitlement to service: 'dematerialisation' & the digital trap. Worldwide concerns.

Service providers should anticipate some consumers' techno-phobia and consumers should be able to get help.





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Thank you

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