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## Tel Care

# The cost-saving model for health-conscious adults without a primary care physician

Tel Care gives you round-the-clock medical care.

### Key points at a glance

With Tel Care, you profit from lower premiums without having to make a long-term commitment to a primary care physician or group practice. Before consulting a physician with a health problem, get advice, over the telephone or in the doctor chat via the Well app from the experts at the Medi24 medical advice centre. If necessary, you will be redirected to a physician, hospital or pharmacy; you are obliged to follow the consultant's instructions. If you require regular or long-term medication after this initial consultation, this must be obtained from Visana's partner pharmacies.

### Overview of benefits

- ✓ Profit from lower insurance premiums
- ✓ Free advice, a single contact partner (Medi24)
- ✓ No waiting times
- ✓ Coordinated diagnosis and treatment
- ✓ High-quality provision of medical services at lower costs
- ✓ Communication with Medi24 by phone or in the doctor chat via the Well app

**Tel Care is for people who don't wish to be tied to just one primary care physician.**

## The Tel Care basic insurance model in detail

### Procedure in the event of illness or accident



Medi24



Subsequent  
treatment steps



Collect  
prescription

In the event of a health problem, call Medi24 first or use the doctor chat via the Well app.

During your call or chat, your health problem is discussed and the urgency of subsequent treatment steps is assessed. You are obliged to adhere to the agreed clinical pathway and to visit the physicians assigned by Medi24.

If necessary, you then visit a physician or you are admitted to hospital.

The assigned physician provides initial medication.

**Important:** Report follow-up appointments or subsequent referrals to Medi24 by telephone or digitally via the Well app.

If used regularly or in the long term, medication is to be obtained via Visana's partner pharmacies (MediService, Zur Rose).

### Procedure in emergencies



Go directly to  
hospital/physician



Inform  
Medi24

In an emergency, go straight to an emergency physician or hospital.

**Important:** After treatment, inform Medi24 by telephone or digitally via the Well app of the consultation that took place.

#### Exceptions

A physician can be seen without prior consultation with Medi24 in the following cases:

- emergencies
- maternity
- gynaecological examinations
- outpatient ophthalmological examinations
- dental examinations