

## Competent advice, maximum flexibility

# With Tel Care, you benefit from lower premiums and top-quality care thanks to efficient clinical pathways.

Before going to a doctor with a health concern, you get advice from experts at the Medi24 medical advice centre by phone or via doctor chat via the Well app. If necessary, you are referred to a doctor, specialist or hospital. The Medi24 instructions are binding and must be followed.

If, after receiving initial treatment, you require medication regularly or in the long term, you obtain it from one of Visana's partner pharmacies.

### Your point of contact: Medi24 advice centre

You can rely on Medi24 whenever you have medical questions. You are guaranteed free expert medical advice around the clock, wherever you might be.

### Your obligations:

- First contact Medi24 by telephone or via doctor chat via the Well app for advice and consultation.
- Do not visit doctors or get admitted to hospital without Medi24's consent.
- You must contact Medi24 before any further treatment.
- Medication that is not directly provided by the treating physician must be obtained from a Visana partner pharmacy (Zur Rose / Mediservice).

#### Get medical advice at any time of the day or night

You can reach Medi24 by phone on 0800 633 225. For digital services, such as the doctor chat, the Well app is also at your disposal around the clock.

[visana.ch/well](https://www.visana.ch/well)

### In the following cases, you may go directly to a doctor:

- Maternity
- Gynaecological treatment and preventative examinations
- Outpatient eye examinations and optical aids
- Dental treatment
- Emergencies

If any emergencies arise, you must inform Medi24 at the earliest possible opportunity.

### What happens if obligations are not met:

If, on one occasion, you deviate from the envisaged Tel Care clinical pathway and, for example, go directly to a specialist, we will draw your attention to your obligations in writing. On any second or third occasion, we reserve the right to reduce our benefit payments by 50% or 100% respectively. If there is a fourth incident, we will transfer you from Tel Care to the ordinary basic insurance.

You will find more information on Tel Care at [visana.ch/telcare](https://www.visana.ch/telcare)