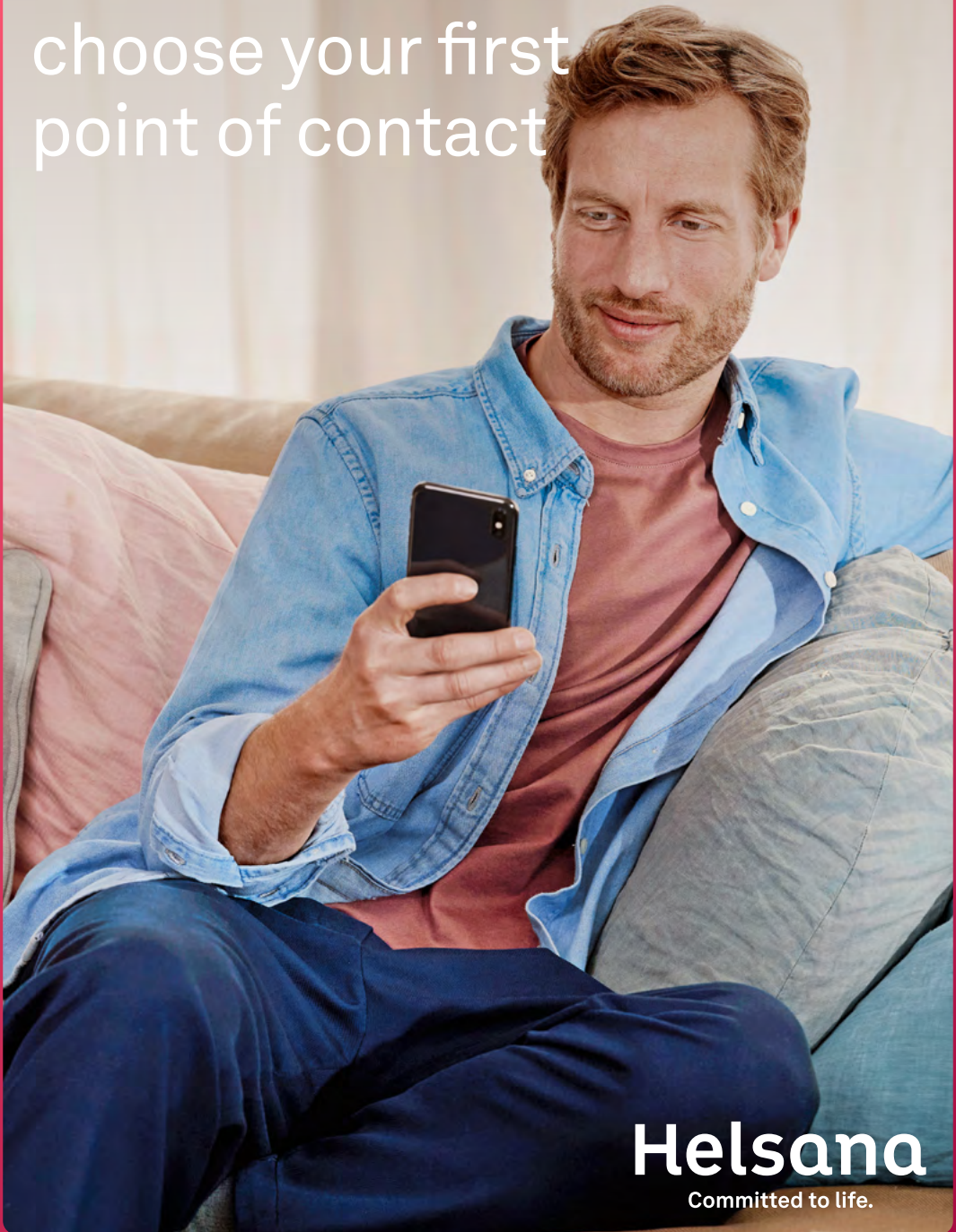


Freedom to
choose your first
point of contact



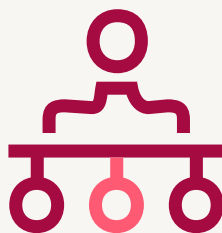
Helsana
Committed to life.

What to do in the event of health problems



① Use the symptom checker

For sudden-onset complaints, use the symptom checker in the Compassana app. You will immediately receive an initial assessment.



② Find a suitable point of contact

After the initial assessment, you are free to choose between **your GP practice**, **Medi24 telemedicine (0800 88 40 40)** or a **partner pharmacy**. Here, you can get help for minor complaints fast – no appointment required. If the pharmacy cannot resolve your problem, contact your GP practice or telemedicine.



Not registered yet?

➔ helsana.ch/en/compassana

Bear in mind that if you do not follow the procedure, you will be transferred to the BASIS standard model. As a result, you will lose your premium discount.

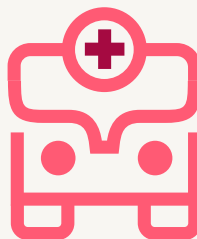


3 Determine the next steps

Your GP or the telemedicine service will plan the next steps and refer you if necessary.

Exceptions:

- Children under the age of 18 may not use the symptom checker.
- The symptom checker does not need to be used in the case of chronic illnesses.
- You can go straight to a specialist for pregnancy concerns, gynaecological check-ups, dental treatment and glasses adjustments.



Exception: emergencies

Contact an emergency call service. Then inform your GP practice or the Telemedicine Centre. This also applies abroad.

Questions & answers



What is the symptom checker?

The medically certified symptom checker creates an AI-supported initial assessment and makes a recommendation. Use the symptom checker for acute, sudden-onset complaints. Then get in touch with your preferred point of contact: telemedicine, your GP practice or a partner pharmacy. Children under the age of 18 may not use the symptom checker.

To use the symptom checker, install the Compassana app from

➔ helsana.ch/en/compassana.

This allows you to easily organise your documents, doctor's appointments and contacts.

What should I do in case of an emergency while abroad?

- Call our Emergency Call Centre directly: +41 58 340 16 11
- Show your European Health Insurance Card within the EU, EFTA and UK. You will then be entitled to medical benefits.
- Report the emergency treatment to your

GP or the Medi24 Telemedicine Centre immediately or upon your return.

- If you have any questions about the payment of costs, please contact our Customer Service: 0844 80 81 82

Can I go to any GP practice?

No. When you took out Flexmed, you selected your general practitioner. If you need general medical treatment, this is where you should go. If further steps are required, you will be referred to a specialist.

What happens if I go directly to a specialist?

If you are treated by a specialist without being referred by your GP practice or telemedicine provider, we may transfer you to the BASIS Standard model. You will then lose your premium discount.

Tip: Take advantage of the free specialist search from BetterDoc at ➔ helsana.ch/en/betterdoc. Find the right specialist quickly and recommend them to your doctor.

Does telemedicine also have paediatricians?

Yes, a paediatrician will be consulted if necessary.

What should I do if I have a chronic illness?

You should still contact telemedicine or your GP practice before receiving treatment. The specialist will discuss your individual course of treatment with you.

Should I contact telemedicine or the GP practice first for vaccinations too?

Yes. Discuss vaccinations with Medi24 (0800 88 40 40) or your GP practice too.

What is the benefit of a Helsana partner pharmacy and can I go straight there?

The same applies here: you first check your symptoms with the symptom checker and receive a medical assessment. Partner pharmacies are a safe option for minor complaints such as earaches or rashes. If the pharmacy cannot resolve

your problem, proceed as usual according to your Flexmed basic insurance model: you coordinate the next steps with your GP practice or telemedicine.

You can find our partner pharmacies at

➔ helsana.ch/partner-pharmacies.

Can I change doctors under the Flexmed model?

Yes, you can change your GP with effect from the following month under the Flexmed model, whether due to a move or for other reasons. For repeated changes of GP a written request stating the reasons is required. You can change your GP practice in myHelsana under “Medical contact” or notify us by phone.

We're here to help. Throughout
your life. Helping you stay healthy.
So that you recover quickly.
Or can live a better life when
affected by illness.

We are happy to help.

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0844 80 8182

➔ helsana.ch/contact

➔ helsana.ch/en/benefitplus-flexmed

Book an appointment online

➔ helsana.ch/consultation



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