BeneFit PLUS Telmed

2026/27

Medical advice by telephone



Helsana

Committed to life.

BeneFit PLUS Telmed

What to do in the event of health problems



1 Call the Telmed hotline

If you have a medical problem, you can call the Medi24 Telemedicine Centre free of charge on: 0800 800 090.

Alternative: You can also get fast help and advice for minor complaints such as earaches or rashes at our partner pharmacies – free of charge and without an appointment.

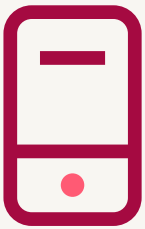


2 Determine the treatment path

Our specialists will advise you over the phone and guide you every step of the way. If necessary, they will refer you directly to a specialist, practice or hospital.

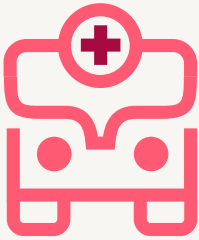
Exceptions: you can go straight to a specialist for pregnancy concerns, gynaecological check-ups, dental treatment and glasses adjustments.

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 Report every referral

Are you being referred by the person treating you? Will there be follow-up appointments? Notify the Telemedicine Centre – for seamless care.



Exception: emergencies

Contact an emergency call service. Then inform the Telemedicine Centre. This also applies abroad.

Questions & answers

What should I do if I have a chronic illness?

You should still contact the Telemedicine Centre first. The specialist will discuss your individual course of treatment with you and refer you if necessary.

Where will I be referred for a GP consultation?

The Telemedicine Centre will suggest suitable doctors' offices in your area. You choose one of them. If you already have a GP practice, the Telemedicine Centre will refer you there.

What happens if I go directly to a specialist?

With BeneFit PLUS Telmed, the rule is: if you experience a health problem, call the Medi24 Telemedicine Centre first. You will receive a binding recommendation and, if necessary, you will be referred, for example, to a specialist in dermatology, orthopaedics, neurology, cardiology or physiotherapy or to a GP practice near you. If you go directly to a specialist without a telemedicine referral, we may transfer you to the standard BASIS model. You will then lose your premium discount.

What do I have to do if the attending physician refers me, e.g. to a specialist?

Report every referral and medical follow-up check to the Telemedicine Centre coordinating your treatment. This step is mandatory.

Can the telemedicine service issue a prescription or a medical certificate?

Yes. For certain illnesses, you will receive a medical certificate directly from Telmed. The Medi24 telemedicine service can also issue you prescriptions. The specialist will discuss this with you in the specific case.

Can I send photos? Is a video consultation available?

Yes. With myHelsana, you can access Medi24's digital services easily and conveniently, upload photos and have them medically assessed by telemedicine. If necessary, you will have a video consultation.

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

With BeneFit PLUS Telmed, you can get fast help and advice for minor complaints such as earache or rashes in our partner pharmacies – in a separate room if required. You can also access further examinations and treatments there, This service is free of charge for you. You cover the costs of medication or additional services yourself.

You can find our partner pharmacies at
helsana.ch/partner-pharmacies

If the pharmacy is unable to fully resolve your health problem, Medi24 telemedicine can help you as usual.

Does the Telemedicine Centre also work with paediatricians?

Yes, Medi24 covers paediatrics and will call in a paediatrician if necessary.

Should I contact the Telmed hotline first for vaccinations too?

Yes. Discuss vaccinations with the Telemedicine Centre too: 0800 800 090

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/UK. You will then be entitled to medical benefits.
- Report emergency treatment to the Medi24 Telemedicine Centre immediately or upon return to Switzerland.
- Do you need follow-up treatment in Switzerland? Talk to Medi24 to coordinate the next steps.

Remember: if you have any questions about the payment of costs abroad, you should call our Customer Service: 0844 80 81 82. Medi24 cannot provide any information in this regard.

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.
Helsana Insurance Company Ltd
0844 80 81 82
helsana.ch/contact
helsana.ch/en/telemedicine

You can get in touch with
the Telemedicine Centre on:
0800 800 090

Book an appointment online
helsana.ch/consultation

Proud to be a top-rated provider.

Ktipp
2nd place – customer satisfaction
K-Tipp survey no. 15/2026

comparis.ch
Silver LABEL
Customer satisfaction 2026
Health insurance
5.1 (Good)

moneyland.ch
Health insurance
Rating: Very good
Customer satisfaction
2026

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