



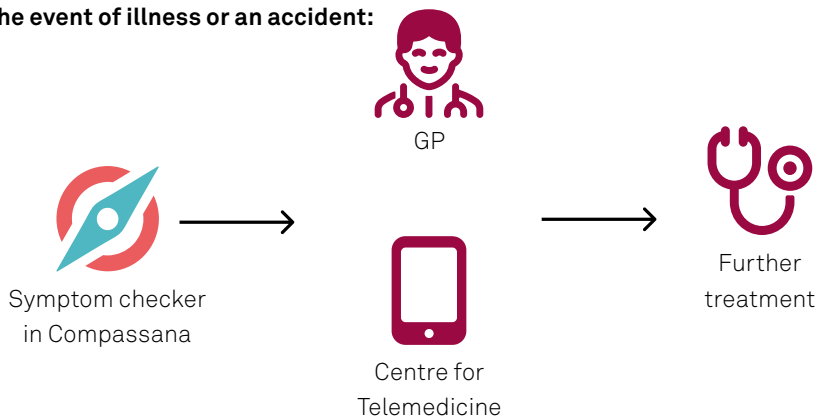
BeneFit PLUS Flexmed
More freedom with
BeneFit PLUS Flexmed

Helsana
Committed to life.

BeneFit PLUS Flexmed

What to do in the event of health problems

In the event of illness or an accident:



- 1** In the case of a health problem, always start by using the symptom checker* in the Compassana app for an initial assessment. You should then consult your chosen general practitioner (GP) or group practice or the independent Centre for Telemedicine (0800 88 40 40).
- 2** You will agree on an individual treatment plan together with your GP or the Centre for Telemedicine. **
- 3** If medically necessary, your GP or the Centre for Telemedicine will refer you to a specialist or hospital for further treatment.

Important: when taking out the Flexmed model, you are asked to select a GP from the Flexmed range. If the Centre for Telemedicine orders general medical treatment, this must be provided by your chosen GP.

In an emergency:



- 1 In an emergency, you can go directly to a hospital or emergency doctor. A situation is considered to be an emergency if the patient's condition is life-threatening or immediate treatment is needed.

Important:
after receiving treatment, let your GP or the Centre for Telemedicine know about the consultation. This information allows them to optimise your further treatment.

* Available as of 2025. First, you need to register with Compassana. You only need to do this once. You can find instructions on how to do so at helsana.ch/en/benefit-plus-flexmed
Using the symptom checker in Compassana is only mandatory for adults and in cases involving new, acute medical complaints. Children cannot use the symptom checker.

** Insured persons do not have to make contact before gynaecological check-ups, obstetric care, dental treatment or follow-up adjustments of visual aids by an ophthalmologist.

Frequently asked questions about BeneFit PLUS Flexmed

What are the advantages of BeneFit PLUS Flexmed?

- If you have a health-related problem, you will receive an initial assessment via the medically certified symptom checker in the Compassana app, as well as recommendations on what to do next.
- The Compassana app connects you in the best possible way with your doctor or specialist.
- You can enjoy the greatest degree of flexibility and decide whether to consult your GP or the Centre for Telemedicine on a case-by-case basis.
- Your GP and the Centre for Telemedicine coordinate your treatment.
- This allows you to benefit from an attractive premium discount.
- You have access to a medical contact person around the clock and from any location.

Which doctor should I go to for a face-to-face consultation?

With BeneFit PLUS Flexmed, you have the freedom to consult your selected GP or the Centre for Telemedicine. In the event of a telemedicine consultation, the

medical professional will discuss a face-to-face consultation with you if this is necessary. If you need general medical treatment, this must be provided by the GP you selected when you took out BeneFit PLUS Flexmed.

Am I obliged to contact my GP or the Centre for Telemedicine prior to any treatment?

In general, yes. Not for the following examinations, however:

- Gynaecological check-ups
- Obstetric care
- Dental treatment
- Follow-up adjustments of visual aids by an ophthalmologist

Who can take out the Flexmed model?

All persons resident in Switzerland can opt for this model. When taking out the BeneFit PLUS Flexmed model, you are asked to select a GP. You can use our GP search to find out whether a GP is available where you live or in the vicinity. Furthermore, taking out this model is conditional on your willingness to share your health and benefit data with Helsana and any first points of contact.

Does the Centre for Telemedicine have paediatricians as well?

Yes. If necessary, the Centre for Telemedicine will request the advice of a paediatrician.

Can the Centre for Telemedicine issue prescriptions for medication?

Yes, but only for certain illnesses. The healthcare professional or doctor at the Centre for Telemedicine will be happy to discuss this with you.

What are the advantages of the Centre for Telemedicine?

- Whatever the time of day or night and wherever you happen to be, you can receive around-the-clock medical advice free of charge over the phone or via video.
- Medical advice can be provided in English, French, German and Italian.
- Your medical treatment is coordinated optimally and unnecessary examinations are avoided.

You can also use many services online via the Centre for Telemedicine's client portal, such as:

- Arrange a callback
- Upload a photo

Log in to myHelsana to use the Centre for Telemedicine's myMedi24 client portal.

What do I need to do when I'm abroad?

The responsibilities are essentially the same when you are abroad. Consult with your GP or the Centre for Telemedicine prior to any treatment.

What happens if I don't stick to these provisions?

Helsana is entitled to exclude you from the BeneFit PLUS Flexmed model if you do not adhere to your insurance conditions or the treatment plan discussed with your first point of contact. If you violate these obligations, you will be transferred to a basic insurance model.

We are there for you.

Throughout your life. To keep you healthy. So that you recover quickly. Or live a better life when affected by illness.

We are happy to help.

Helsana Insurance Company Ltd
0844 80 81 82
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Proud to be a top-rated provider.

