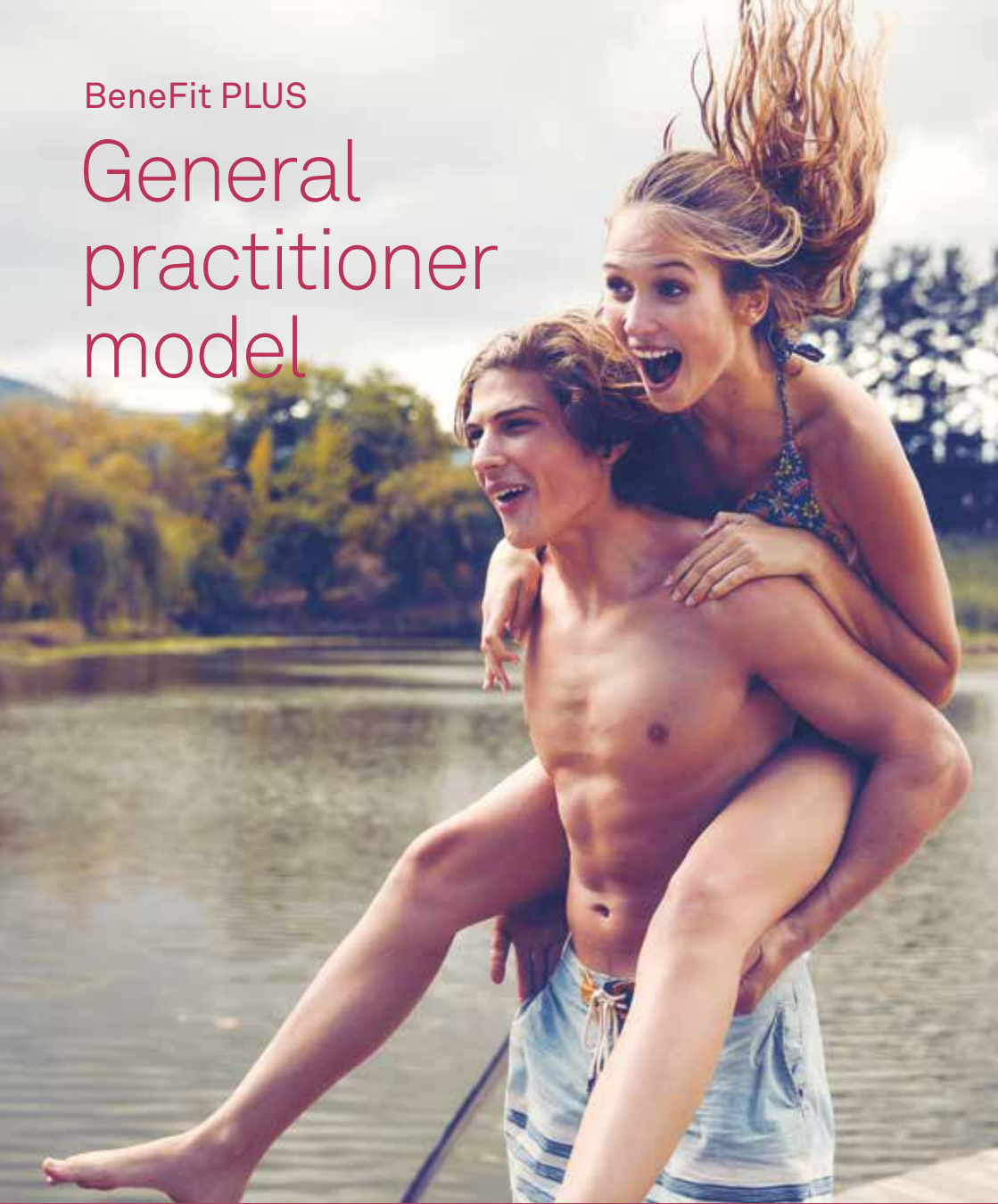


BeneFit PLUS

General practitioner model



Helsana

Committed to life.

The BeneFit PLUS general practitioner model is very simple: Right procedure for health problems

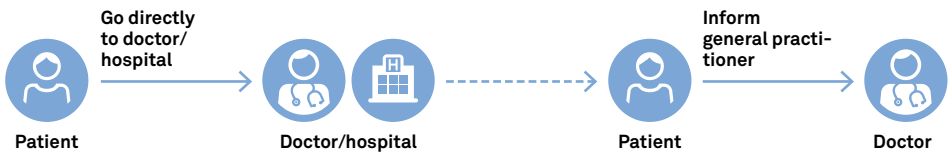
In the event of illness or accident



- 1 In the event of a health problem*, consult your chosen general practitioner (group practice).
- 2 You agree an individual course of treatment with your chosen general practitioner (group practice).
- 3 If necessary, your general practitioner (group practice) will refer you to a specialist or hospital for further treatment.

* Insured persons do not have to contact their general practitioner (group practice) before gynaecological check-ups, obstetric care, dental treatment and subsequent tests by an ophthalmologist to adjust visual aids.

In an emergency



- 1 In an emergency, you can go directly to an emergency doctor or a hospital. A situation is considered to be an emergency if the patient's condition is life-threatening or immediate treatment is needed.
- 2 **Important:** Following the treatment, inform your general practitioner (group practice) about the consultation. This information ensures that further treatment can be optimised.

Frequently asked questions on the BeneFit PLUS general practitioner model

Am I obliged to inform my general practitioner about every medical treatment I undergo?

Essentially yes, although you do not need to inform your general practitioner (group practice) about the following checks: gynaecological check-ups, obstetric care, dental treatments and follow-up adjustments at ophthalmologists associated with visual aids.

What do I need to do in an emergency?

In an emergency, the patient can go directly to an emergency doctor or a hospital. Following emergency treatment, however, you must inform your general practitioner about the emergency consultation without delay.

What tasks is the general practitioner responsible for?

The general practitioner (group practice) is the first port of call for all medical matters. Together with you, the general practitioner will set

out the optimum treatment plan. If necessary, the general practitioner will refer you to a specialist and will coordinate your overall treatment.

What is a treatment plan?

The treatment plan covers all the phases of medical care until your complete recovery.

What must I do if the attending doctor refers me to another doctor (e.g. specialist) who orders a follow-up examination?

If the specialist orders a follow-up examination, then you must report this to your general practitioner (group practice) to keep him or her informed about the progress of the treatment, and if necessary to initiate further measures.



What should I do if I have a chronic illness?

You should also contact your general practitioner first if you have a chronic illness. Your general practitioner will then set out your individual course of treatment, and if necessary will refer you to a specialist.

What should I do when abroad?

The responsibilities are essentially the same when you are abroad. If a treatment is foreseeable, discuss this in advance with your general practitioner (group practice). In an emergency situation abroad, however, the general practitioner (group practice) must be informed about the need for any subsequent treatment after the initial emergency treatment has been provided.

What happens if the insured person does not meet the above obligations?

The insurer is entitled to exclude the insured person from the BeneFit PLUS general practitioner model if the insurance conditions or treatment plan agreed with the general practitioner or group practice is not observed. If an obligation is breached, the insured person can be transferred to a regular basic insurance policy.



Do you have any questions about
Benefit PLUS?

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More information is available at
helsana.ch/en/benefitplus

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