Medical advice for you around the clock

BeneFit PLUS Telemedical health advice

Helsana Committed to life.
BeneFit PLUS is very simple: Right procedure for health problems

BeneFit PLUS with telemedical health advice

1. When a health problem occurs, the insured person first calls the Centre for Telemedicine at the number **0800 800 090**.

2. The call is answered, the health problem is discussed and the urgency of the need for further treatment is assessed.

3. If necessary, this is followed by a visit to the doctor or hospitalisation. **Important**: Before a follow-up doctor’s visit or further referrals, the insured person must again contact the Centre for Telemedicine.
In an emergency

1 In an emergency, the patient 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:** After receiving treatment, the insured person must inform the Centre for Telemedicine about the consultation. This information ensures that further treatment can be optimised.
If I suffer from a chronic illness, do I always have to call the Centre for Telemedicine first before going to the doctor?
Yes, in this case too you have to first contact the medical professional or doctor at the Centre for Telemedicine who will arrange all further contacts with you. It is possible to agree longer periods of no contact or to issue a referral that is valid for one year.

How is the right treatment plan for me determined?
You agree the binding treatment plan that is right for you with the medical professional or doctor at the Centre for Telemedicine.

What is a treatment plan?
The treatment plan covers all the phases of medical care until your final recovery.

Does the Centre for Telemedicine also have paediatricians?
Yes, if necessary the Centre for Telemedicine will call on a paediatrician for advice.

Can the doctor at the Centre for Telemedicine issue a prescription for medication?
Yes, this is possible, but only for certain illnesses. The medical professional or doctor at the Centre for Telemedicine would be happy to discuss this with you.

Must I also call the Centre for Telemedicine first before I go for a vaccination?
Yes. You also have to call the Telemedical health advice if you need a vaccination.

What happens in an emergency?
You have to inform the Centre for Telemedicine as quickly as possible about the emergency treatment you received.

Are phone calls to the Centre for Telemedicine subject to charges?
Calls to the number of the Centre for Telemedicine are usually free of charge, but Helsana advises you to check this with your phone company.
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 insurance if the insurance conditions or treatment plan agreed with the Centre for Telemedicine is not observed. If an obligation is breached, the insured person can be transferred to a regular basic insurance policy.

Insured persons do not have to contact the Centre for Telemedicine before gynaecological check-ups, obstetric care, dental treatment and subsequent tests by an ophthalmologist to adjust visual aids.

To what doctor am I referred for a real consultation?
The medical professional or doctor at the Centre for Telemedicine will discuss the referral with you and recommend various suitable doctors in your neighbourhood. You choose one of the recommended doctors.

What is a real consultation?
A real consultation is a visit to the doctor recommended by the Centre for Telemedicine.

What must I do if the attending doctor refers me to another doctor (e.g. specialist)?
You must inform the Telemedical health advice so that the Centre for Telemedicine is always informed of the latest status of your treatment.

When do the co-payments start?
Only with the real consultation after referral by the medical professional or doctor at the Centre for Telemedicine.
Centre for Telemedicine
0800 800 090

Do you have any questions about BeneFit PLUS?
0844 80 81 82

More information is available at helsana.ch/benefitplus