



## «PrimaCare» compulsory health insurance

### Privileged ties with your family doctor

Trust the family doctor with whom you have a privileged relationship.  
He is in the best position to provide information  
and guidance in case of health problems.

PrimaCare is our way of supporting the family doctor philosophy in everyday practice. Your family doctor can keep track of your medical record and regularly follow your state of health.

#### Rules

- › You are free to choose your doctor when contracting PrimaCare coverage.
- › You consult your family doctor first.
- › You may ask your family doctor to refer you to another healthcare provider if necessary.

#### Your advantages

- › You may enjoy attractive reductions for family premiums.
- › You are assured quality medical advice from your trusted doctor.
- › You contribute to keeping down health costs.

The terms and conditions of insurance apply.

### You are not required to contact your family doctor:

- In case of emergency (however, do keep your family doctor informed of your health condition so that your medical records are kept up to date).
- On your trips or during stays abroad.
- For the following healthcare services:
  - ophthalmological treatment;
  - gynaecological check-ups and treatment;
  - pregnancy and childbirth treatment;
  - paediatric treatment;
  - dental treatment.

### Visit to another healthcare provider

If a visit to another healthcare provider is necessary, you must ask your family doctor for a referral certificate (a written authorisation) to be remitted to your health insurer, along with the invoice of the healthcare provider you chose to visit. The relevant costs will then be reimbursed in the same way as your family doctor's.

### Change in family doctor

You may designate a new family doctor no more than once a year, or when you change your address.

### Second medical advice

You may contact Medi24 at **0800 212 212** (advice and calls are free of charge), or **www.medi24.ch**. The medical call centre is open around the clock. The call centre also offers qualified neutral guidance in matters of prevention and information on the necessary vaccinations for your trips abroad, for example.



#### Find out more about PrimaCare

Scan this QR code for direct access to online content

**Hotline** 0848 803 111    **Fax** 0848 803 112    **Web** [www.groupermutuel.ch](http://www.groupermutuel.ch)

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#### Groupe Mutuel

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