



"SanaTel" compulsory health insurance

A medical call-centre as first point of contact

➤ **SanaTel** is a compulsory health insurance model based on medical advice by phone, 24 hours a day and seven days a week.


Rules

- You call Medi24 on the freephone number 0800 726 283 before every appointment.
- A health adviser will provide you with guidance on the appropriate medical options for the health problem described.
- Appropriate treatments can be, for example:
 - a consultation with a general practitioner or specialist within a given period of time;
 - self-medication treatment.
- Once you have received the advice, you are free to choose which option to take.

Your advantages

- Medi24's medical staff is at your service 24 hours a day, seven days a week, in French, Swiss German, German, Italian and English.
- You will avoid unnecessary medical appointments.
- At the end of the telephone call, you are free to decide on the therapeutic steps to take and doctor to be consulted, if necessary.
- In addition to these benefits, you will receive a premium discount compared to the standard basic health insurance.

> Your commitment

In the event of a health problem, you contact **Medi24** for medical advice
 **0800 726 283**



or



or



Self-medication

Doctor

Emergencies

**At the end of the telephone call, you are free to decide
what steps you wish to take within the treatment period set by Medi24.**

> You are not required to contact Medi24 first in the following cases:

- emergencies (the case must be reported to Medi24 within 30 days of the emergency);
- preventive gynaecological check-ups;
- eye treatments.

> In case of chronic illness:

- according to your individual circumstances, Medi24 will define to what extent you may deviate from the rules of SanaTel insurance.



 **medi24**

Medi24 0800 726 283

The Medi24 medical call-centre, which has been operating since 1999, has **120 employees** who handle up to **6,000 calls per day from all over Switzerland.**

Services are provided by qualified and multilingual medical staff who help you find the best solution in the event of a health problem.

The prevailing terms and conditions of insurance apply.

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