



## “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.

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## Your commitment

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In the event of a health problem, you contact **Medi24** for medical advice.

# 0800 726 283



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.

The prevailing terms and conditions of insurance apply.

## 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.



### Read more about SanaTel

Scan and access online content

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

Groupe Mutuel

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### Groupe Mutuel

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