

flexhelp24

There for you twice.

Get medical help on the phone or at your Medgate partner centre – you decide. With flexhelp24, you are guaranteed to receive the best medical care without the long wait.



Here's how it works

- If you're ill, always contact a Medgate partner centre or ask for a Medgate telephone/video consultation first – via the app or by calling +41 844 654 654.
- Your chosen contact will coordinate your treatment and, if necessary, refer you to your family doctor, a specialist or hospital.
- You can contact your ophthalmologist, gynaecologist, paediatrician and emergency doctor directly – no need for a referral.

Your advantages

- You receive comprehensive medical care and benefit from having different specialists and therapists all under one roof in a Medgate partner centre.
- With Medgate, you receive medical care around the clock from independent and qualified doctors in various specialist fields. No waiting rooms. Over the phone or by video with the Medgate app.
- You get an attractive discount on your premiums.

Contact and support

Sympany, Peter Merian-Weg 4, 4002 Basel
+41 58 262 42 00
service@sympany.ch
www.sympany.ch/en/flexhelp24

Use the Medgate app!



flexhelp24 leaflet

Medgate partner centres

- Go to www.medgate.ch/polyclinics to find a Medgate partner centre.

Here's how a telephone/video consultation with Medgate works

- If you phone, you'll talk to reception first, who will make an appointment with a doctor.
- If you use the app, Medgate will ask you for your symptoms. The Medgate app will then advise you whether your issue warrants a telephone/video consultation or visit to your family doctor. You can simply arrange an appointment for a telephone/video consultation and upload images.
- After the consultation, you will receive your own personalised treatment plan by e-mail or in the Medgate app. This enables you to always have all the information about the recommended treatment to hand.
- If required, you can update this plan conveniently in the app and use it to tell Medgate about referrals to another doctor or an extension to the treatment period

And in an emergency?

In urgent cases, you can go directly to the emergency doctor. If you have been to an emergency doctor, please let Medgate know afterwards.

What happens if I go directly to my family doctor or a specialist?

If you do not follow the rules, Sympany may refuse to bear the costs.

If you repeatedly fail to follow the rules, we will switch you to traditional basic insurance with a free choice of doctor.