

# casamed family doctor

## When your doctor is part of the family.

Your family doctor practice knows you and your family. They often know straight away which treatment you need. casamed family doctor is really simple and you save a lot on premiums.



### Here's how it works

- If you're ill, always go to your chosen family doctor practice first.
- It will coordinate your treatment and, if necessary, refer you to a specialist or hospital.
- You can contact your ophthalmologist, gynaecologist, paediatrician and emergency doctor directly – no need for a referral.

### Your advantages

- You will always receive expert medical care – either from your trusted family doctor or worldwide through a video consultation with eedoctors.
- You get an attractive discount on your premiums.

### Your additional benefits: the eedoctors app for your smartphone

No family doctor near you? No appointments available? Is it the weekend? Call eedoctors and get a friendly, expert video consultation with a doctor recognised in Switzerland. Get a medical certificate, e-prescription or referral without an appointment. From 8 a.m. to 9 p.m., 365 days a year, worldwide.

### Contact and support

Sympany, Peter Merian-Weg 4, 4002 Basel  
+41 58 262 42 00  
service@sympany.ch  
[www.sympany.ch/familydoctor](http://www.sympany.ch/familydoctor)

### Use the eedoctors app!



# casamed family doctor leaflet

## Family doctor practices

- You can find all family doctor practices recognised by Sympany at [www.sympany.ch/changedoctor](http://www.sympany.ch/changedoctor)
- From the age of 16, after a move or if you wish to change practices, please let us know which family doctor practice you would like to go to in the future.
- Ask the centre you have chosen beforehand whether or not it is currently accepting new patients. Please inform us if you find out that a practice has suspended admissions. Thank you very much for your help in this matter!

## Here's how a consultation with eedoctors works

- If you are ill, consult the duty doctor at eedoctors via the eedoctors app. You can choose between a free consultation via chat or a paid treatment via video.
- If necessary, you will receive a treatment recommendation, an e-prescription, a medical certificate or a referral.

## Here's how invoicing with eedoctors works

- First, you pay for consultations with eedoctors yourself and then submit the claim form to Sympany.
- To do this, enter your chosen payment method in the eedoctors app. For security reasons, eedoctors reserves a flat-rate amount of CHF 60 on your credit card at the start of each consultation.
- After treatment, eedoctors issues an invoice for the actual costs incurred and debits the amount using your specified payment method. Treatment costs no more than CHF 76.

- Enter the information from your insurance card in the "health insurance" option in the menu and activate "reclaim receipt". You will be e-mailed the reclaim receipt as a PDF and can submit it directly in mySympany or by e-mail to Sympany.
- Sympany then refunds you the costs for the benefits received minus the franchise and deductible.
- Find out more: [www.sympany.ch/virtual](http://www.sympany.ch/virtual)

## 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 your family doctor know afterwards.

## What happens if I go directly to 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.

