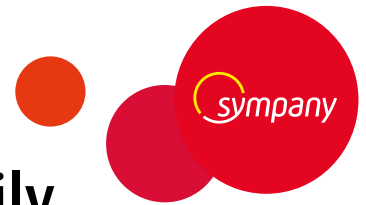


casamed family doctor

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.
- They will coordinate your treatment and, if necessary, refer you to a specialist medical practice or hospital.
- You can visit an ophthalmologist, gynaecologist or paediatrician (up to the age of 16) and an emergency department or ward directly – without a referral. Please inform your family doctor practice following emergency treatment.
- An emergency is deemed to exist when a person is in an acute situation that threatens their health or life and requires immediate medical treatment.
- Important information: 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.
- From the age of 16, after a move or if you would like to change practice, please let us know which family doctor practice you would like to go to in the future.
- Find out in advance whether the practice is currently accepting new patients.

Selecting or changing a family doctor practice

- When concluding the contract, you select your family doctor practice.
- You can search for or change your family doctor practice at www.sympany.ch/changedoctor and then inform us of your choice directly via the online form, by post or by e-mail.
- You can change your family doctor practice at any time as of the first of the following month.

Your advantages

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

Your additional benefits: the eedoctors app for your smartphone

Far away from your family doctor practice? No appointments available? Is it the weekend? Call eedoctors and get a friendly, expert video consultation with doctors 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

Frequently asked questions

Chronic illnesses	Do I always have to contact my family doctor practice in relation to recurring or chronic illnesses?	Yes, you require a referral from your family doctor practice for treatment at a specialist medical practice. In the case of long-term treatments, simply ask for a referral that is valid for a correspondingly longer period of time.
Emergencies	What should I do after an emergency?	Please inform your family doctor practice about the emergency treatment as soon as your health allows. A person close to you can also do this on your behalf if you wish.
Accident	I've had an accident. What should I do?	Please also contact your family doctor practice in the event of an accident. Exception: if the accident is an acute, very serious or life-threatening emergency, then immediate treatment by an emergency department or ward is the priority.
Absence of doctor	What should I do if my family doctor practice cannot be reached?	Please contact the representative at your family doctor practice or eedoctors. If neither is possible, please inform your family doctor practice afterwards.
Referral	What should I do if a specialist medical practice to which I was referred by the family doctor practice refers me to another specialist medical practice?	Please inform your family doctor practice about the further referral to the second specialist medical practice.
Third-party providers	Do I have to report third-party services that do not involve any personal contact (e.g. laboratory analyses) to the family doctor practice?	No, if you have been referred by the family doctor practice for follow-up treatment, you do not have to additionally report any laboratory work or similar.
Rules	Do I really always have to go to the family doctor practice first or can I inform them once I've had treatment at the specialist medical practice?	Coordinating your treatments through your family doctor practice makes cost savings possible that secure you the corresponding premium discount. In order for them to be able to coordinate your treatments, you need to contact them first. Details and exceptions can be found under "Here's how it works" on page 1. Sympany ensures that all policyholders follow the rules.
Treatment plan	Do I have to adhere to the treatment plan drawn up by the family doctor practice?	Yes, you must follow the treatment plan from your family doctor practice for your medical treatment.
Visiting a doctor without a referral	What happens if I go to a specialist medical practice without being referred by the family doctor practice?	Sympany will first inform you of the rules. If you repeatedly fail to follow the rules, we may switch you to traditional basic insurance with a free choice of doctor. It will not be possible to switch to an alternative insurance model for one year thereafter.
Second opinion	What can I do if I don't agree with the treatment given or recommended by my family doctor practice?	1) You can obtain a second opinion. However, a referral from your family doctor practice is required. 2) If there are persistent disagreements, it is possible to change your family doctor practice.
Changing insurance model	Can I choose a different insurance model or traditional basic insurance instead of casamed family doctor?	It is always possible to change as of 1 January of the following year. Please let us know what you would like to do in compliance with the period of notice by 30 November or contact us in good time beforehand for advice on the right insurance model.
Conditions following cancellation of casamed family doctor	I'm changing my insurance model for the next year. Must I continue to adhere to the conditions of casamed family doctor until then?	Yes, you will benefit from a premium discount until you switch. Thus, the rules of the casamed family doctor insurance model apply until the contract expires.
Technical issues or questions about the eedoctors app	Who can help me with technical issues? Who can I contact if I have questions about the eedoctors app?	In the event of technical issues, Sympany's Customer Service team can be contacted on +41 58 262 42 00 or at service@sympany.ch . If you have any general questions about eedoctors, please contact the support team at support@eedoctors.com or Sympany's Customer Service team.