

# calledmed 24

## Our popular telmed model.

Farewell to waiting rooms! With calledmed 24, a good doctor is only a phone call away twenty-four hours a day, seven days a week.



### Here's how it works

- If you're ill, always ask for a Medgate telephone/video consultation first – via the Medgate app or by calling +41 844 852 852.
- Medgate will coordinate your treatment and, if necessary, refer you to your family doctor, a specialist or hospital and can issue prescriptions, referrals and medical certificates by e-mail.
- You can contact your ophthalmologist, gynaecologist, paediatrician and emergency doctor directly – no need for a referral.

### Your advantages

- 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.
- The Medgate consultation is free of charge for you – you only need to cover the cost of your phone call.
- You get an attractive discount on your premiums.

### Contact and support

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[www.sympany.ch/en/callmed24](http://www.sympany.ch/en/callmed24)

### Use the Medgate app!



# called 24 leaflet

## 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.

## If your treatment is longer-term: you must inform Medgate

For example, ...

- if you have only recently switched to the telmed model and not yet completed an ongoing course of treatment.
- if the time frame for your treatment has expired, but you have not yet completed the course of treatment. The time frame is defined in your treatment plan.
- if the practice treating you refers you to another service provider (e.g. to a specialist or hospital).

## 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.

