

# calledmed 24

## Clever savings

### calledmed 24 – the principle

calledmed 24 is a modern family doctor system operated by Sympany. The **first point of contact** for all patients with calledmed 24 insurance **is the calledmed 24 team of doctors**. You agree to always consult your calledmed 24 doctor first whenever you get ill.

Children can be covered under calledmed 24 if at least one parent is also covered by this insurance model.

### calledmed 24 is there for you 24/7

At calledmed 24, a team of doctors gives you **telephone advice and care around the clock, seven days a week** (even on public holidays). The consultation **costs you nothing**. The only thing you pay for is the cost of the call.

#### Independent and qualified doctors

calledmed 24 is operated by the independent Medgate tele-consultation centre, which has more than 70 qualified doctors ([www.medgate.ch](http://www.medgate.ch)).

### Your benefits

- No need to wait around in the waiting room
- No deductible, no co-payment for telephone consultations
- Qualified advice: doctors at calledmed 24 are specialised in a range of different areas, meaning expert knowledge can be obtained and exchanged quickly and efficiently
- Simple transmission of digital images to the calledmed 24 physician
- Premium discount on your basic insurance



### I am ill – what shall I do?

As a calledmed 24 policy holder, you should always call calledmed 24 first when you have health problems.

#### Telephone 0844 852 852

The calledmed 24 doctor will advise you and decide what action to take. If treatment on the spot is necessary, you will be immediately referred to a doctor or specialist in your neighbourhood. calledmed 24 gives you a time frame for your treatment during which you may consult the agreed doctor.

### Must I always call calledmed 24?

Consultations with doctors, specialists or therapists should always be arranged in agreement with calledmed 24. Policy holders who repeatedly fail to do this may be transferred from calledmed 24 to classic.

calledmed 24 relies on your sense of personal responsibility and loyalty to the system – in return, you benefit from a premium discount.

### Which doctors can you consult directly?

- **Your ophthalmologist**  
For three check-ups annually, in Switzerland
- **Your gynaecologist**  
For routine examinations and maternity care, in Switzerland
- **Your paediatrician**  
Until the 16th birthday, in Switzerland

Please let these doctors know that you have calledmed 24 insurance. For further ophthalmological, paediatric and gynaecological examinations, treatments or operations, please notify calledmed 24 in advance.

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### Emergency – what shall I do?

In emergencies, calledmed 24 can either help you directly or arrange for help to be given.

If you have visited a doctor or the nearest hospital directly in an emergency, please inform calledmed 24 of the emergency treatment within 20 days.

### Further treatment after the emergency

Discuss further treatment with calledmed 24.

### Medical consultation

#### Preparation

Prepare your discussion with calledmed 24 in advance:

- Note your personal medical history in keywords (chronic illnesses, operations, allergies)
- Describe your present health problem
- Have the medicines (including the package leaflet) which you take at present ready to hand
- Have your Sympany insurance card within easy reach

#### Confidentiality

The consultation with calledmed 24 is confidential and covered by **medical secrecy**.

#### Medical record

The consultation is recorded and provides important information for the further course of treatment.

At your request, an extract from the consultation will be sent to the doctor.

#### Data protection

You may of course ask for the discussion not to be recorded.

Sympany has no access to the discussion records or to any personal data which require special protection.

### Consultation

The calledmed 24 team of doctors can also advise you on general health matters and on the side effects of medicines.

### What shall I do with my doctor's bills and refund requests?

Inform pharmacists, specialists and hospitals that you have calledmed 24 insurance. Show your **Sympany insurance card**.

Send your medical bills directly to the calledmed 24 Service Centre:

#### Sympany

Service Centre  
Spiegelgasse 12  
4002 Basel  
Telephone 058 262 42 00  
service@sympany.ch

### Contact and advice

#### Medical advice at any time

calledmed 24  
Telephone 0844 852 852

#### Information about the insurance

Your Sympany Customer Centre  
Telephone 0844 455 455