

# casamed pharm

## Clever savings with your pharmacy.

casamed pharm is a simple insurance model guaranteeing you around-the-clock medical care with no waiting times.



### Here's how it works

- If you're ill, go to one of around 400 Sympany partner pharmacies or ask for a Medgate telephone/video consultation first – via the Medgate app or by calling +41 844 852 852.
- If necessary, the pharmacy or Medgate will refer you to your family doctor, a specialist or a hospital.
- You can contact your ophthalmologist, gynaecologist, paediatrician and emergency doctor directly – no need for a referral.

### Your advantages

- You receive medical care with no waiting times twenty-four hours a day, seven days a week.
- You can be flexible even when you're on the move. You can contact any of our partner pharmacies in Switzerland or Medgate at any time.
- 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/casamedpharm](http://www.sympany.ch/en/casamedpharm)

### Use the Medgate app!



# casamed pharm leaflet

## Partner pharmacies

- You can find a Sympany partner pharmacy at [www.sympany.ch/en/pharmacies](http://www.sympany.ch/en/pharmacies). Our partner pharmacies include TopPharm pharmacies and netCare pharmacies with this logo:



## Here's how a consultation in a pharmacy works

- Let your pharmacy know that you're insured with casamed pharm and show them your insurance card.
- A medical professional will talk to you in a separate room. If necessary, a doctor is consulted by phone.
- Simple examinations, for things like flu symptoms or rashes, can be performed directly at the pharmacy.
- After your consultation, you'll receive the medicines you need for your treatment.
- The pharmacy will contact you a few days later to ask how you are doing.

## 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 with a Medgate doctor, 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 pharmacy 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.