



Tel Care

The cost-saving model for health-conscious adults without a primary care physician

Tel Care gives you round-the-clock medical care.

Key points at a glance

With Tel Care, you profit from lower premiums without having to make a long-term commitment to a primary care physician or managed

consultant's instructions. If you require regular or long-term medication after this initial consultation, this must be obtained from Visana's partner pharmacies.

Tel Care is for people who don't wish to be tied to just one primary care physician.

We're also happy to advise you in person

care practice. Before consulting a physician with a health problem, get advice, over the telephone or in a chat, from the experts at the Medi24 medical advice centre. If necessary, you will be redirected to a physician, hospital or pharmacy; you are obliged to follow the

Overview of benefits

- Profit from lower insurance premiums
- Free advice, a single contact partner (Medi24)
- No waiting times
- Coordinated diagnosis and treatment
- High-quality provision of medical services at lower costs
- Communication with Medi24 by phone or via chat

The Tel Care basic insurance model in detail

Procedure in the event of illness or accident



Call or chat with
Medi24

Subsequent treat-
ment steps

Collect
prescription

In the event of a health problem, call Medi24 first.

During your call or chat, your health problem is discussed and the urgency of subsequent treatment steps is assessed. You are obliged to adhere to the discussed clinical pathway and to visit the physicians assigned by Medi24.

If necessary, you then visit a physician or you are admitted to hospital.

The assigned physician provides initial medication.

Important: In the event of follow-up appointments or subsequent referrals, please contact Medi24 again.

If used regularly or in the long term, medication is to be obtained via Visana's partner pharmacies (MediService, Zur Rose).

Procedure in emergencies



Go directly to
hospital/physician

Inform
Medi24

In an emergency, go straight to an emergency physician or hospital.

Important: After treatment, inform Medi24 of the consultation that took place.

Exceptions

A physician can be seen without prior consultation with your coordinator in the following cases:

- emergencies
- maternity
- gynaecological examinations
- outpatient ophthalmological examinations
- dental examinations