

# Call Medi24 and decide for yourself

## The Med Call insurance model offers a single point of contact for all health issues.

With Med Call, you are optimally insured - and you benefit twice over: You get a premium discount, while also saving on the deductible and retention fee by avoiding unnecessary visits to doctors. With Med Call, you always contact the Medi24 medical advice centre first, before visiting a doctor, if you have any health concerns. Our medical experts are there for you with advice – around the clock, 365 days a year. It is up to you to decide whether or not to follow their recommendations regarding any subsequent treatment steps. If you then visit a doctor, you are free to choose which one.

### Your obligations:

You must first contact Medi24 before arranging an appointment with any doctors, therapists, midwives or hospitals. Medi24 will recommend an optimal clinical pathway for you. The decision on whether to proceed as recommended is up to you.

### Exceptions: directly to the doctor

In the following cases, you may go to a doctor without consulting Medi24:

- Maternity
- Gynaecological treatment and preventative examinations
- Outpatient eye examinations and optical aids
- Dental treatment
- Emergencies

If any emergencies arise, inform Medi24 by telephone or via the Well app at the earliest possible opportunity.

### What happens if obligations are not met:

If, on one occasion, you fail to contact Medi24 before making an appointment and, for example, go directly to a specialist, we will draw your attention to your obligations in writing. On any second or third occasion, we reserve the right to reduce our benefit payments by 50% or 100% respectively. If there is a fourth incident, we will transfer you from Med Call to the ordinary basic insurance.

You will find more information on Med Call at [visana.ch/medcall](https://visana.ch/medcall)

### Get medical advice at any time of the day or night

You can reach Medi24 by phone on 0800 633 225. For digital services, such as the doctor chat, the Well app is also at your disposal around the clock.

[visana.ch/well](https://visana.ch/well)