



Tel Care – list of recognised pharmacies

(As of 19 September 2025)

Valid from 1 January 2026

For Tel Care compulsory basic insurance with a limited choice of service providers, the insurance providers Visana and sana24 maintain a list of recognised pharmacies. In the Tel Care model, the treating physician issues the initial prescription for medication. For subsequent or long-term medications, the insurer, or Medi24 on its behalf, may require that medications are obtained from one of the pharmacies listed here.

The list of recognised pharmacies is continually updated and can be viewed or excerpts thereof can be requested at the relevant office.

Pharmacies	Website	Customer service
MediService mail-order pharmacy	mediservice.ch	032 686 20 20
Zur Rose mail-order pharmacy	zurrose.ch/de/visana zurrose.ch/fr/visana zurrose.ch/it/visana	DE: 0800 711 222 FR: 0800 711 333 IT: 0800 711 444

This overview is subject to change.