

# Tel Doc – prompt and competent advice at any time

## With the Tel Doc model, you can get competent advice from the Medi24 advice centre around the clock, by phone or via chat.

Tel Doc guarantees you professional advice anytime, anywhere. For an initial medical consultation, call Medi24 or get advice via chat. The medical expert will advise you comprehensively and refer you to a doctor or hospital if necessary. In this way, you avoid unnecessary visits to doctors, thus saving time and money. Tel Doc is for everyone who is flexible and wants to be well looked-after medically.

### Your advantages:

Tel Doc is worth your while for multiple reasons: no waiting time, no consultation costs and no duplication of effort in diagnosis or therapy. All treatment is coordinated by Medi24.

### Your obligations:

You must contact Medi24 in the event of any health problems, especially before arranging an appointment for treatment with any doctors, chiropractors or hospitals. You are obliged to follow the advisor's instructions – and thus the Medi24 clinical pathway.

### Consultation with Medi24:

If the treating physician refers you elsewhere, you must consult Medi24 by telephone or via doctor chat via the Well app. This also applies in the event of admission to a hospital or nursing home.

#### 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)

### Exceptions: directly to the doctor

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

- Maternity
- Preventative gynaecological examinations
- Outpatient eye examinations
- Emergencies

In case of emergency, inform Medi24 at the next possible time – by telephone or via the Well app.

### What happens if obligations are not met:

If, on one occasion, you deviate from the envisaged Tel Doc clinical pathway 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 Tel Doc to the ordinary basic insurance.

You will find more information on Tel Doc at [visana.ch/teldoc](https://visana.ch/teldoc)