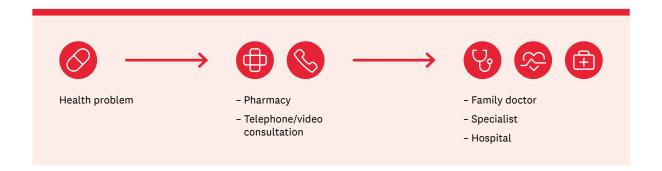


casamed pharm

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 – either via the Medgate app or by calling +41 844 852 852.
- If necessary, the pharmacy or Medgate will refer you to your family doctor or a specialist medical practice or hospital.
- You can visit an ophthalmologist, gynaecologist or paediatrician (up to the age of 16) and an emergency department or ward directly – without a referral. Please inform Medgate following emergency treatment.
- An emergency is deemed to exist when a person is in an acute situation that threatens their health or life and requires immediate medical treatment.
- Important information: 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.

Partner pharmacies

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



- Let the pharmacy know that you're insured with casamed pharm and show them your insurance card.
- A medical professional at the pharmacy will talk to you in a separate room. Simple examinations – for things like flu symptoms or rashes – can be performed directly at the pharmacy. If necessary, a doctor is consulted by phone.
- 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.

Frequently asked questions

Chronic illnesses Do I always have to contact the partner Yes, you require a referral from the partner pharmacy or Medgate to receive treatment at a medical centre or specialist medical practice. pharmacy or Medgate in relation to recurring or chronic illnesses? In the case of long-term treatments, simply ask for a referral that is valid for a correspondingly longer period of time. What should I do after an emergency? **Emergencies** Please inform Medgate about the emergency treatment as soon as your health allows. A person close to you can also do this on your behalf if you wish. Accident I've had an accident. What should I do? Please also contact the partner pharmacy or Medgate in the event of an accident. Exception: if the accident is an acute, very serious or lifethreatening emergency, then immediate treatment by an emergency department or ward is the priority. Pregnancy I am pregnant. Do I have to contact Medgate You can contact your gynaecologist directly for any treatments or a partner pharmacy for every check-up? relating to your pregnancy. For non-pregnancy-related medical issues, please get in touch with Medgate or a partner pharmacy. What should I do if a practice to which I was Referral Please inform Medgate about the further referral to the second referred by Medgate or a partner pharmacy specialist medical practice. This can be done quickly and easily via refers me to a specialist medical practice? the Medgate app or by telephone (+41 844 852 852). **Third-party** Do I have to report third-party services that No, if you have been referred by Medgate for follow-up treatment, providers you do not have to additionally report any laboratory work or similar. do not involve any personal contact (e.g. laboratory analyses) to the partner pharmacy or Medgate? **Rules** Do I really always have to have a telephone/ Coordinating your treatments through a partner pharmacy or Medgate video consultation or go to a partner pharmacy makes cost savings possible that secure you the corresponding first? Or can I inform Medgate once I've had premium discount. In order for Medgate or the partner pharmacy to medical treatment? be able to coordinate your treatments, you need to contact them first. Details and exceptions can be found under "Here's how it works" on the previous page. Sympany ensures that all policyholders follow the rules. Treatment plan Do I have to adhere to the treatment plan drawn Yes, you must follow the treatment plan for your medical care. up by the partner pharmacy or Medgate? Visiting a doctor What happens if I go to a medical practice Sympany will first inform you of the rules. If you repeatedly fail without a referral without a referral from Medgate or a partner to follow the rules, we may switch you to traditional basic insurance pharmacy? with a free choice of doctor. It will not be possible to switch to an alternative insurance model for one year thereafter. **Second opinion** What can I do if I don't agree with the treatment 1) You can request a second opinion from another Medgate doctor. given or recommended by the partner pharmacy 2) You can obtain a second opinion. However, a referral from the partner pharmacy is required.

or the Medgate doctor?

Can I choose a different insurance model or traditional basic insurance instead of casamed pharm?

Conditions following cancellation of casamed pharm

Changing insurance model

Technical issues or questions about the Medgate app

I'm changing my insurance model for the next year. Do I have to continue to adhere to the conditions of **casamed pharm** until then?

Who can help me with technical issues? Who can I contact if I have questions about the Medgate app?

It is always possible to change as of 1 January of the following year. Please let us know what you would like to do in compliance with the period of notice by 30 November or contact us in good time beforehand for advice on the right insurance model.

3) If there are persistent disagreements, you can choose a different

partner pharmacy next time.

Yes, you will benefit from a premium discount until you switch. Thus, the rules of the **casamed pharm** insurance model apply until the contract expires.

Medgate can also assist you over the phone or by e-mail:

- Telephone consultation hours (24/7): +41 844 852 852
- Customer service for general questions or technical issues: +41 61 377 88 28 or servicecenter@medgate.ch

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.
- 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.
- You get an attractive discount on your premiums.
- With Medgate, you are not tied to a particular doctor. However, you have the option of saving your preferred doctors in the Medgate app.

Medgate: available - any time, any place

The Medgate app checks based on your symptoms whether a medical consultation by phone or video is possible, or whether you should see your family doctor or go straight to a hospital emergency department.





Contact and support

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www.sympany.ch/en/casamedpharm

