

BeneFit PLUS
General Practitioner
Personal support
from your GP practice

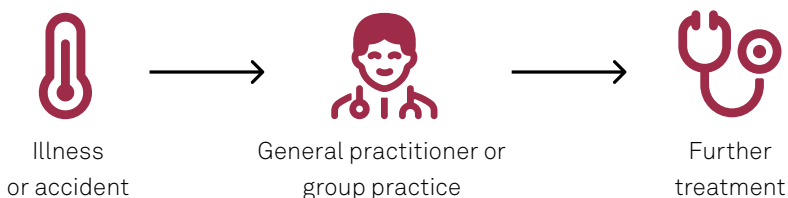
2025/26 edition

Helsana
Committed to life.

BeneFit PLUS General Practitioner

Right procedure in the event of a medical problem

In the event of illness or accident:



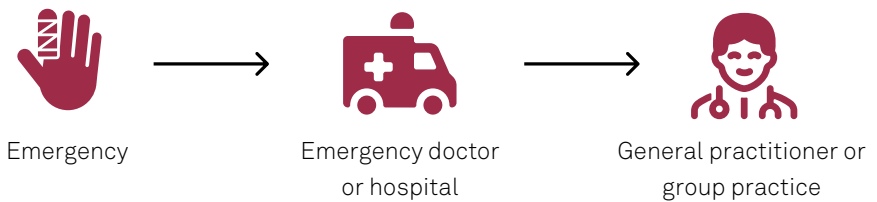
- 1** In the event of a medical problem*, consult your chosen general practitioner or group practice.
- 2** You will agree on an individual treatment plan together with your general practitioner or group practice.
- 3** If necessary, your general practitioner or group practice will refer you to a specialist or hospital for further treatment.

Is your doctor unavailable?

The independent Centre for Telemedicine (Medi24) is on hand to help you with questions regarding acute symptoms and to provide specific recommendations. Simply call 0800 100 008 – around the clock and free of charge.

* Insured persons do not have to make contact before gynaecological check-ups, obstetric care, dental treatment or subsequent tests by an ophthalmologist to adjust visual aids.

In an emergency:



- 1 In an emergency, you can go directly to a hospital or emergency doctor. An emergency is defined as a situation in which your medical condition is regarded as life-threatening or in need of immediate treatment.

Please note:

Following the treatment, inform your general practitioner or group practice about the consultation immediately. This also applies to treatment abroad. This information ensures that further treatment can be optimised.

Frequently asked questions and answers about BeneFit PLUS General Practitioner

What are the advantages of BeneFit PLUS General Practitioner?

- Your GP or group practice knows your medical history in detail and determines the best-possible medical treatment for you in consideration of any particular conditions and medications.
- You have only one contact person who is your trusted practitioner.
- You are referred as and when needed, so unnecessary examinations are avoided.
- The doctors treating you are in ongoing dialogue with each other. This increases certainty and saves time and costs.
- You can contact the independent Centre for Telemedicine on 0800 100 008 for medical assessment or advice outside of opening hours and at the weekend.

Do I have to inform my general practitioner or group practice about every medical treatment I undergo?

In general, yes. But not for the following examinations:

- Gynaecological check-ups
- Obstetric care
- Dental treatment
- Follow-up adjustments by ophthalmologists in relation to visual aids

What do I need to do in an emergency?

In an emergency, you can go directly to a hospital or emergency doctor. Following emergency treatment, however, you must inform your general practitioner or group practice about the emergency consultation without delay.

What tasks is the general practitioner responsible for?

Your consulting general practitioner or group practice is your first port of call for all medical matters. They will work with you to set out the optimum treatment plan. If necessary, they may refer you to a specialist and will coordinate your overall treatment.

What is a treatment plan?

The treatment plan covers all the phases of medical care until your complete recovery.

What should I do if the attending general practitioner or group practice refers me to another doctor (e.g. a specialist) who orders a follow-up examination?

If the specialist orders a follow-up examination, you must report this to your general practitioner or group practice to keep them informed about the progress of the treatment and to initiate further measures if necessary.

What should I do if I have a chronic illness?

If you have a chronic illness, you should contact your general practitioner or group practice first. They will then determine your individual course of treatment and refer you to a specialist, if necessary.

What should I do when abroad?

The responsibilities are essentially the same when you are abroad. If you anticipate that you will need treatment, consult with your general practitioner or group practice beforehand. In an emergency situation abroad, the general practitioner or group practice must be informed of the emergency consultation

and any subsequent treatment required after the emergency treatment.

What happens if I don't stick to these provisions?

Helsana is essentially entitled to exclude you from the BeneFit PLUS General Practitioner model if you don't adhere to your insurance conditions or the treatment plan discussed. If you violate these obligations, you may be transferred to a basic insurance model.

We are there for you.

Throughout your life. To keep you healthy. So that you recover quickly. Or live a better life when affected by illness.

We are happy to help.

Helsana Insurance Company Ltd

0844 80 81 82

helsana.ch/en/contact

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Proud to be a top-rated provider.

