



BeneFit PLUS Telmed
Medical care by telephone

2025/26 edition

Helsana
Committed to life.

BeneFit PLUS Telmed

Right procedure in the event of a medical problem

In the event of illness or accident:



- 1 If you experience a medical problem*, always call the Centre for Telemedicine on 0800 800 090 first.
- 2 During the call, your health problem will be discussed and the urgency of further treatment assessed.
- 3 If necessary, this is followed by a visit to the doctor or hospitalisation. The healthcare professional or doctor will arrange a follow-up call, if necessary, to see how you are doing.

Important: Before a follow-up doctor's visit or further referrals, get in touch with the Telemedicine Centre again.

* 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.

Important:

After receiving treatment, let the Centre for Telemedicine know about the consultation straight away. This also applies to treatment abroad. This information ensures that further treatment can be optimised.

Frequently asked questions and answers about BeneFit PLUS Telmed

What are the advantages of BeneFit PLUS Telmed?

- Whatever the time of day or night and wherever you happen to be, you can receive round-the-clock medical support by telephone or video-call.
- No need to arrange an appointment.
- Medical advice can be provided in French, German, Italian and English.
- Your medical treatment is coordinated optimally and unnecessary examinations are avoided.
- Quick help with health complaints at a Helsana partner pharmacy – free of charge, no appointment required. You can find our partner pharmacies at helsana.ch/partner-pharmacies.

If I suffer from a chronic illness, do I have to call the Telemedicine Centre first before going to the doctor?

Yes, you also have to contact the healthcare professional or doctor at the Telemedicine Centre first in this case. They will discuss the next steps with you. Extended periods with no contact or a long-term referral for one year can also be agreed.

What administrative services can you solve online with myMedi24?

- Appointment management (see and extend doctor's appointment slot, register a referral)
- Arrange a callback
- Upload a photo

Customers simply identify themselves using myHelsana – they do not need to log in or register anywhere else. Customers can access myMedi24 and use the myMedi24 services only via myHelsana.

How is the right treatment plan for me determined?

The agreed and binding treatment plan is defined by you and the healthcare professional or doctor at the Telemedicine Centre.

What is a treatment plan?

The treatment plan comprises all medical steps until your complete recovery.

Does the Telemedicine Centre have paediatricians as well?

Yes. If necessary, the Telemedicine Centre will request the advice of a paediatrician.

Can the doctor at the Telemedicine Centre issue prescriptions for medication?

Yes, but only for certain illnesses. The healthcare professional or doctor at the Telemedicine Centre will be happy to discuss this with you.

Do I also need to contact the Telemedicine Centre for vaccinations?

Yes. Please first contact the Telemedicine Centre for vaccinations.

What happens in an emergency?

You have to inform the Telemedicine Centre as quickly as possible about the emergency treatment you received.

Will I be charged for calling the Telemedicine Centre?

Calls to the Telemedicine Centre are generally free of charge, but Helsana advises you to check this with your phone company.

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

Helsana is entitled to exclude you from the BeneFit PLUS Telmed model if you don't adhere to your insurance conditions or the treatment plan discussed with the Centre for Telemedicine. If you violate these obligations, you may be transferred to a basic insurance model. Insured persons do not have to contact the Centre for Telemedicine before gynaecological check-ups, obstetric care, dental treatment and subsequent tests by an ophthalmologist to adjust visual aids.

To whom am I referred for a real consultation?

The healthcare professional or doctor at the Telemedicine Centre will discuss a referral with you and work with you to arrange an appropriate doctor.

What is a real consultation?

A real consultation is an appointment with a doctor that you have arranged with the Telemedicine Centre.

What must I do if the attending physician refers me to another doctor (e.g. specialist)?

You should inform the Telemedicine Centre so that they are always aware of the current status of your treatment.

When do the co-payments start?

Co-payment of medical costs only begins with the real consultation following a referral from the healthcare professional or doctor at the Telemedicine Centre.

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
helsana.ch/locations
helsana.ch/telemedicine

You can get in touch with the
Telemedicine Centre on: 0800 800 090

Proud to be a top-rated provider.

