

PRIMEO: hotline and online services

Valid as of: 15.08.2015. Changes may be made to this list over the course of the year. The right to make such changes remains expressly reserved.

Hotlines					
Topic	Provider	Language	Availability	Phone number	Cost* (from Swiss landline)
Allergy advice line aha!	Allergiezentrum Schweiz aha!info	DE, FR, IT	Monday to Friday: 9 am to 12 noon and 2 pm to 7 pm Saturdays, Sundays and public holidays: 9 am to 12 noon, 5 pm to 7 pm	031 359 90 50	free
Midwives advice line	Arcade sages-femmes (Arcade midwives) Geneva	FR		022 329 05 55	free
Cancer	Swiss Cancer League (Krebsliga Schweiz)	DE	Monday to Friday: 9 am to 7 pm	0800 118 811	free

* These costs are incurred by making a call or online enquiry and are covered as part of the product. No liability is accepted for the amount of the hotline fees and online fees.

Hotline

Topic	Provider	Language	Availability	Phone number	Cost* (from Swiss landline)
Medication	Swiss Medication Information Centre (Schweizerische Medikamenten- informationsstelle)	DE, FR	Monday to Friday: 8 am to 12 noon	0900 573 554	CHF 1.49/min.
Medical advice line (incl. information on medication)	Medi24	DE, FR, IT	24 hours	0800 100 008	Free for persons insured with the Helsana Group
Medical advice line for emergency medicine	Limmattal hospital	DE	no information	0900 733 144	CH 3.23/min.
Osteoporosis	OsteoSwiss patient organisation	no information	no information	0848 805 588	free
Parkinson's	Swiss Parkinson's Association (Schweizerische Parkinsonvereinigung)	DE, FR, IT	Wednesday: 5 pm to 7 pm	0800 80 30 20	free
Travel and tropical medicine	Inselspital hospital/ University Clinic for Infectious Diseases	DE	no information	0900 575 131	CHF 2.69/min.
Registration for travel advice and vaccination consultations	Inselspital hospital/ University Clinic for Infectious Diseases	DE	Monday to Friday: 8 am to 5 pm	031 632 31 24	free

Online services

Topic	Provider	Language	Availability	Website	Cost*
Cancer	Swiss Cancer League (Krebsliga Schweiz)	no information	Telephone/e-mail/ web chat/WhatsApp Monday to Friday: 9 am to 6 pm	<a href="https://www.krebsliga.ch/beratung-
unterstuetzung/krebsinfo">https://www.krebsliga.ch/beratung- unterstuetzung/krebsinfo	free

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