

Telmed model

Get medical advice at any time – digitally or by phone.

[css.ch/telmed](https://css.ch/telmed)

### The advantages for you

- Efficient medical advice
- Make contact digitally or by phone (24/7)
- Access the Symptom Checker in the Well app
- With the Well app, you always have your documents with you
- Book an appointment directly in the app
- Same insurance benefits as mandatory healthcare insurance

### Save on premiums

- Generous premium discount
- 7% discount if accident cover is excluded
- Premium discount if you opt for a higher deductible

### The right supplementary cover

As basic insurance only covers some of your needs, CSS offers a range of supplementary insurance products that lets you put together your own insurance package to suit your needs and budget. We'll be happy to advise you.

### Healthy in all respects.

The Telmed model is the best form of insurance for people who like to take responsibility for their health while watching their budget at the same time. You agree to always use the Well digital Symptom Checker or to contact the telemedicine centre first before approaching a doctor. In return, you save on premiums and benefit from efficient advice.



[How Telmed works](#)

Get advice on 0844 277 277  
Your client portal at [my.css.ch](https://my.css.ch)

Your health.  
Your partner.



# Information and benefits at a glance.

## Seeking treatment

Before contacting your doctor for help with health problems, you have two options:

1. Open the Well app. The Symptom Checker will guide you, question by question, to a recommendation of whether you need to see a doctor or take alternative action. If a visit to your family doctor is recommended, you create a binding time frame for treatment directly in the Well app. You can then go straight to your family doctor without having to contact the telemedicine centre first.
2. Or you can contact the telemedicine centre on: +41 (0)58 277 77 77. A medical professional is available to advise you 24/7, and will help you determine the next treatment step (self-treatment, see a doctor, go to hospital).

## Exceptions: treatment without referral

You can arrange consultations and check-ups with

- an eye doctor,
- a gynaecologist,
- a midwife or obstetrician, and
- a dentist

without referring to the Symptom Checker or telemedicine centre.

## Emergencies

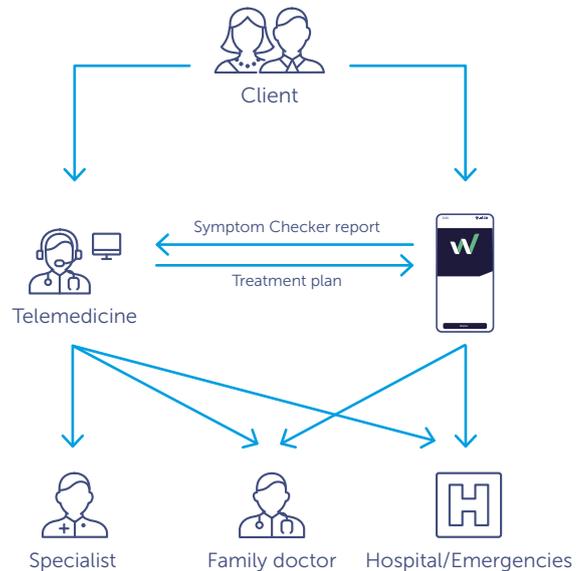
If you require emergency treatment in Switzerland or abroad, you must notify the telemedicine centre as soon as possible, but within no more than 10 days. Or you can report the emergency directly in myCSS. If follow-up treatment is required, you must inform the telemedicine centre.

## Generics/biosimilars

You agree to request a lower-priced medicine from the substance class prescribed by the doctor (a generic or biosimilar version, or a comparatively low-cost original preparation).

[📱 The myCSS and Well apps are available from your app store \(iOS and Android\).](#)

## Your first point of contact when you're ill:



## Supporting you digitally.

Under Telmed, you'll find a variety of digital services in myCSS and the Well app that support your treatment.

- Overview of all your treatment.
- Your medical documents (,Dossier') in the Well app.
- Arrange for someone to call you back.
- Enter emergency treatments.
- Digital Symptom Checker provides a medical recommendation and allows you to create treatment time frames.
- Treatment time frame, which you can extend.
- Submit bills and check your benefits.