

Press release of 9 April 2018

Medical advice at your fingertips with the Sanitas Medgate app

If Sanitas customers have a temperature, cough or a rash and want quick and straightforward medical advice and treatment, they can now use the new and innovative Sanitas Medgate app with access to 70 experienced Medgate doctors.

Using the new Sanitas Medgate app, all Sanitas customers have easy access to medical services and can receive medical treatment by phone or video link, as they choose. Sanitas insureds can book an appointment for a phone or video consultation with a doctor up to 48 hours in advance and are automatically shown the next available slots. When booking an appointment, customers can also use the Sanitas Medgate app to upload photos, for example if they have a skin or eye complaint, as well as videos and sound recordings, and send them securely to Medgate.

Practical overview

The Sanitas Medgate app gives customers a quick and easy overview of their treatments and consultations with Medgate, and they can make any changes directly in the app as necessary. Customers with questions in connection with their health insurance can also use the Sanitas Medgate app to conveniently contact the Sanitas customer service team. App users also benefit from additional services. For example, they can order a prescription or medical certificate after a doctor's consultation, select their favourite doctor or set up profiles for their children.

Digital pioneer

«By launching the Sanitas Medgate app, Sanitas is once more underscoring its role in driving digital developments in the health insurance industry. The app gives our customers faster access to medical services», says CEO Otto Bitterli. Following on from the Sanitas Portal app and the Sanitas Active app, the Sanitas Medgate app is a further stepping stone on the way to becoming a digital, customer-focused insurer.

Transparent data privacy policy

The Medgate Partner Network now also offers Sanitas customers the Sanitas Medgate App. No medical data is passed on to Sanitas. The app is developed, distributed and operated by the Medgate Partner Network.

Download free of charge from today

Sanitas customers can download the Sanitas Medgate App free of charge from the iTunes Store or the Google Play Store.

About Sanitas

The Sanitas Group (www.sanitas.com) runs both a basic insurance (Sanitas Grundversicherungen AG and Compact Grundversicherungen AG) and supplementary insurance business (Sanitas Privatversicherungen AG). With around 822,500 customers and a premium volume of CHF 2.66 billion, Sanitas is one of the biggest health insurers in Switzerland.

Further information

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A visual of the new Sanitas Medgate app can be found [here](#).