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Sanitas Portal app – all health-related info in one app

The Sanitas Portal app is about more than simply scanning in documents and checking your deductible. Sanitas has expanded its Portal app to include the new and innovative "My Health" area, which gives customers access to all sorts of health-related information. As an end-to-end health platform, the app offers comprehensive, smart and motivating information and services – secure and available around the clock.

Nowadays, customers expect to be able to manage their health insurance affairs securely online and they want support for all aspects of their health. Sanitas is meeting these expectations by expanding its Portal app to include the "My Health" area. In this way, the company is strengthening its role as health partner and offering new digital options for customers to easily keep track of their health, thereby easing the pressure on the health system.

The existing "My Insurance" area, which gives customers access to all their health insurance information, has been expanded to include a service for customers to simplify their invoices as well as an option to pay bills by TWINT, credit card or Apply Pay. The new "My health" area has been integrated in the app to provide customers with the best possible support for their health and to help them help themselves. This is where customers will find all Sanitas's health-related services and offers.

Support from a virtual assistant
On the homepage of the new health area, users are greeted by the virtual assistant Alva. She guides users through this area and provides tips and assistance to optimise their digital experience. However, it's also possible to access a specific topic using the search function. For example, customers can use the brand-new Symptom Check to get advice on what to do if they don't feel well. The app also offers support in case of illness, for example with information on outpatient and inpatient hospital stays, a generic drug finder and a medication reminder service. And if customers can't find the information they need, they can get in touch quickly and easily with a Sanitas health advisor via the Portal app. The team is on hand to answer any questions relating to health or services – by email, phone or chat.

Additional digital assistants
In the app there is also a link to Sanitas's certified medical app: Sanitas Coach. Customers can use this app to create their own health plan and sign up for coaching relating to high blood pressure, diabetes or sleep disorders. The app also provides tips on exercise, nutrition and relaxation. There are also links to the Sanitas Active app, which encourages users to get more exercise and eat healthily. Users can also find out more about powerful stories, touching portraits, practical tips and useful information with articles from the Sanitas online magazine.

More information: www.sanitas.com/portal-app

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 841,000 customers and a premium volume of almost three billion Swiss francs, Sanitas is one of the biggest health insurers in Switzerland.

Further information
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