

Emergency nanny FAQs

What is an emergency nanny?

An emergency nanny is a professional carer with childcare training and many years' experience working with children. They provide childcare in certain emergency situations.

What sort of educational background do they have?

All emergency nannies have a professional background in childcare. They must have received training in this area and demonstrate extensive experience as a pre-school carer, educator, kindergarten teacher or in childcare.

What constitutes an emergency?

An event constitutes an "emergency" requiring the emergency nanny referral service if:

- one or more insured children are sick, and no alternative childcare is available (e.g., day-care centre, family, friends, etc.).
- one or both parents are sick and the insured child/children cannot be looked after as usual (by parents, drive to childcare facility not possible, etc.).
- regular childcare is cancelled (e.g., kindergarten is closed due to increased risk of infection, child minder is ill, etc.).

An event does not constitute an "emergency" requiring the emergency nanny referral service if:

- childcare for the child/children cannot be provided for personal reasons (exception: bereavement in the family or family obligations such as caring for a family member).
- a nanny is required for longer than two consecutive days (long-term care).

How do I book an emergency nanny?

You can book an emergency nanny via Medgate, the 24-hour medical hotline for people with Sanitas Compact One insurance cover. To book an emergency nanny, please ring the medical hotline: 0844 111 365 (available 24/7, 365 days a year from anywhere).

From the options listed in the recorded message, select "nanny service" and you'll be connected immediately with the telemedical assistance team who will check your insurance details and deal with your request. Your request will be passed on to our partner Europ Assistance. Europ Assistance, or another local partner, will contact you to clarify the details.

When are requests processed?

Requests sent to Medgate are processed around the clock. Europ Assistance also processes requests around the clock and forwards them to their network of nannies.

Roughly how long does it take between request and provision of the nanny service?

If a referral is possible, it usually takes between 3-4 hours. Sometimes a referral may take less/more time.

Is the emergency nanny service available throughout Switzerland?

Yes. Europ Assistance offers the nanny service nationwide.

How much does an emergency nanny cost?

The hourly rate for care is set at only CHF 30.00, exclusively for Sanitas Compact customers. Referral is free for Sanitas Compact customers.

Who pays the emergency nanny?

You will receive an invoice for the total costs from the local service provider. You should settle this invoice and forward it to Sanitas Compact. We will reimburse the costs, minus the costs for the nanny's hourly rate (number of booked hours x CHF 30.00).

Example: Ms Maier from Chur books an emergency nanny for 6 hours for her sick son.

Invoice item	Costs
Flat rate for minimum number of hours (4 hours and first journey)	CHF 500
Nanny's wage (2 hours = CHF 60.00)	CHF 120
Total costs	CHF 620
Amount paid by Ms Maier (6 x CHF 30.00)	CHF 180
Costs covered by Sanitas Compact	CHF 440

How often and for how long can I book an emergency nanny?

An emergency nanny is generally a form of care intended for extraordinary situations which occur at short notice and tend to be short-term and non-recurring. If you wish to book a carer for a longer period of time (three days or more) or would like your nanny to provide recurring care, we recommend employing a nanny permanently or hiring a babysitter. Please be aware that costs for long-term emergency nanny care vary significantly and extra cost may be involved. Sanitas Compact does not cover referral costs in this case.

What do I need to bear in mind when booking an emergency nanny?

When selecting an emergency nanny we try our best to take all your wishes into consideration, particularly when it comes to language and age. Emergency nannies are referred as quickly as possible, and whenever possible, at the requested time. We cannot, however, always guarantee the availability of a nanny. Sometimes a request cannot be processed successfully (see disclaimer). The earlier you request a nanny, the more likely it is you'll get a referral. Nannies may not be contacted once they are no longer in your service. New requests are processed exclusively by Medgate and/or Europ Assistance.