

How CallMed works

With CallMed you've chosen basic insurance with telemedicine services. If you have any health-related questions, you can get medical advice around the clock from Medgate.



You don't have to contact Medgate in the following cases:

- Emergencies (inform Medgate within 10 days)
- Gynaecological check-ups
- Maternity benefits
- Vaccinations
- Dental treatment

Step 1

Enter your symptoms in the Sanitas Medgate app. You receive an immediate recommendation: either for a teleconsultation or to see your family doctor. Alternatively, you can call the Medgate hotline on 0844 124 365. Please also let Medgate know of any ongoing treatments. A paediatric team is on hand to help with children's health matters.

Step 2

Teleconsultation: Choose a date and time that suits you. A Medgate doctor will call you at the chosen time.

Visit to family doctor: Enter your doctor in the Sanitas Medgate app, then you can make an appointment with them as usual.

Step 3

After the consultation you'll receive a digital treatment plan which you can access or edit at any time, for example if the doctor providing treatment refers you to a specialist.

Step 4

Your Medgate doctor will send medical prescriptions directly to a pharmacy of your choice. If you don't need the medicine straight away, the doctor will place an order with the pharmacy to have it delivered securely and conveniently per mail to an address of your choice.

Step 5

The Medgate hotline is open around the clock in case of emergency. You will be put in touch with a doctor immediately.