

How Compact One works

Compact One is an innovative basic insurance plan. If you need medical advice, you can rely on the doctors at Medgate – our experienced telemedicine service provider.



Exceptions

- Emergencies (notify Medgate within 10 days)
- Maternity examinations and gynaecological check-ups
- Treatment of children up to age 6
- Vaccinations
- Dental treatment

Medicines

You always pay for prescription medicines yourself when you buy them. You then submit the receipt to Sanitas for reimbursement.

Step 1

Contact Medgate

If you have a health problem you always contact Medgate first. Please also let Medgate know of any ongoing treatments. Make an appointment:

- In the Sanitas Medgate app
- Medgate patient reception: 0844 111 365
- From abroad: +41 44 446 47 00

Step 2

Advice from a doctor

A Medgate doctor will call you at the chosen time to provide advice and devise a treatment plan with you. The treatment plan is binding.

Step 3

Treatment

At the pharmacy: the doctor prescribes medication. He sends the prescription to a pharmacy of your choice.

To a doctor: Your Medgate doctor chooses a suitable doctor and defines the probable duration of treatment. You make an appointment with the practice.

Step 4

Healthy again?

Then you don't need to do anything else. If your condition hasn't improved, get in touch with Medgate again.