

# How Medbase MultiAccess works

With Medbase MultiAccess you've chosen a basic insurance plan that offers flexible access to the Medbase network of experts. This ensures you enjoy top quality at an attractive price.



## Important

In the following exceptional circumstances you can contact the care provider you need directly:

- Emergencies (notify your coordinating medical centre within 10 days)
- Gynaecological treatment (including maternity examinations)
- Dental treatment
- Paediatric treatment (including vaccinations) for children up to age 6
- With children age 6 and over and for ophthalmic treatment, you can contact any accredited paediatrician or ophthalmologist in Switzerland.

### Cost of telemedicine:

A telemedicine consultation with complete medical advice is subject to a charge and is billed under basic insurance in the same way as a visit to the doctor. A "complete" consultation means that the hotline does not refer you to a doctor. You can expect to pay between CHF 30 and CHF 70 for every initial and follow-up consultation (plus emergency surcharges).

## From a single source

A Medbase medical centre of your choice coordinates all the information relating to your treatment. You haven't yet selected a coordinating medical centre or would like to change centres? You'll find an overview here:

[sanitas.com/medicalcenter-en](https://sanitas.com/medicalcenter-en)

Let us know your choice or enter the details yourself in the online Sanitas customer portal:

[sanitas.com/customerportal](https://sanitas.com/customerportal)

## Step 1

### Three points of contact

Regardless of your coordinating medical centre, you can always get in touch with one of three points of contact for medical advice:

- Medbase medical centre
- Telemedicine centre\*  
0848 888 777
- Medbase pharmacy

\* Medbase provides this telemedicine service in cooperation with Medgate.

## Step 2

### Initial medical consultation

Your chosen contact provides initial medical advice and agrees a suitable treatment plan with you.

## Step 3

### Flow of information

Your chosen contact ensures that your coordinating medical centre is informed.

## Step 4

### Further treatment

Your medical centre coordinates any further measures in the network of experts for the best possible course of treatment.

Explore the additional benefits of Medbase MultiAccess and find out where the medical centres and pharmacies are located:

[sanitas.com/multiaccess-en](https://sanitas.com/multiaccess-en)