

Sanitas Preference

Personal and comprehensive care



sanitas

**Tailored to your
requirements and
wishes**

With semiprivate or private hospital insurance from Sanitas, you benefit from outstanding Preference services. This means real freedom of choice and the highest level of comfort. Your advisory team provides personal and comprehensive support.

We recommend Sanitas Preference to anyone who values state-of-the-art medicine, comfort and privacy. Working with renowned medical specialists and prestigious hospitals, we ensure you have rapid and straightforward access to the best specialists and treatment methods.



Preference services

All Preference customers benefit from the following services for the best possible support when it comes to their health.

Personal customer service

One contact for all your needs, who will be happy to help with any questions you may have regarding a procedure or administrative matters and will also help organise additional services (e.g. second medical opinion).

What this means:

- A single contact for all questions relating to your health insurance
- Help choosing the right insurance solution for you
- Personal support in the event of illness
- Help organising your hospital stay and any follow-up treatment
- Advice on alternative and complementary therapies

Faster access to specialists

Specialists are sometimes booked out months in advance. As a result, you might have to wait ages for an appointment while suffering from severe pain. The Priority Access service ensures you get an appointment with a specialist within just three days (private hospital insurance) or seven days (semiprivate hospital insurance).

Second medical opinion

If you are unsure with regard to a diagnosis or a specific treatment, your personal customer advisor will be happy to arrange an independent second opinion for you. You explain the situation and choose whether you want a second medical opinion by phone, in writing or in person.

Family room after childbirth

Most hospitals with a maternity ward offer family rooms. However, these rooms are in great demand. Wherever possible, we'll help organise a family room for you and cover the costs of accommodation and board for an accompanying person.

“For me, personal service means seeing things from the customer’s perspective.”

Which hospital insurance is right for me?

You enjoy the exclusive Preference services listed above with both plans. Plus attractive benefits.

Hospital Extra Liberty

Semiprivate hospital insurance

- Free choice of all Sanitas-accredited hospitals in Switzerland
- Free choice of doctors (e.g. senior physician, affiliated doctor)
- Full costs covered in case of emergencies abroad
- Hospital stay in a two-bed room on the semiprivate ward
- Upgrade to the private ward (with up to 75% of the costs covered by Sanitas)

Hospital Top Liberty

Private hospital insurance

- Free choice of all Sanitas-accredited hospitals worldwide
- Free choice of doctors (e.g. chief consultant, affiliated doctor)
- Full cost coverage for planned treatments and emergencies abroad
- Hospital stay in a single room on the private ward

“The service at the private hospital was outstanding and the support I received from Sanitas was fantastic. Everything ran like clockwork.”

Marlene D., Sanitas Preference customer





Real choice and support

It makes sense to choose a private or semiprivate insurance plan if you want to benefit from high-end medical care and professional support.



A stay in hospital always involves a certain amount of work. To allow you to focus on what's important we can, on request, help you with the organisation.

Peace of mind on admission to hospital

Do you need help getting to hospital or help at home during your absence? Let us know and we'll be happy to help.

Excellent care

You always have the best possible options to choose from. With a free choice of hospital and doctor, you can choose, for example, to be treated by the chief consultant and stay in the hospital in which you feel most comfortable. During your stay you will enjoy additional hotel and comfort services (e.g. free drinks and snacks for you and your guests). Your advisory team will be glad to help if you have any questions.

Getting home and back on your feet

After hospital treatment you need peace and time to recover. On request, your personal advisor can help organise your journey home and arrange any follow-up treatment required (e.g. physiotherapy or treatment in a rehabilitation clinic) or care at home.

“When you’re facing the prospect of major surgery, it’s comforting to know you’re receiving the best care and advice.”

Martin W., Sanitas Preference customer



Clever add-on, attractive price

Depending on your medical history, it can be increasingly difficult to be accepted into a supplementary insurance plan. This way, you're protected whatever life throws at you.

Hospital Day Comfort

More and more medical procedures are being performed on an outpatient basis. This means that you don't stay in hospital overnight. With Hospital Day Comfort, you enjoy your usual level of comfort for outpatient procedures, too, and benefit from comprehensive cover throughout. For example:

- Maximum comfort and privacy
- Free choice of doctors and hospitals among all Sanitas-accredited partner hospitals
- Cover for travel, meals and overnight accommodation
- Contributions towards home help, meal delivery and care services
- Innovative procedures, aids and implants are covered
- Rapid access to specialists and second medical opinion

Hospital Upgrade

With Hospital Upgrade, you have more flexibility and can switch to the next higher supplementary hospital insurance plan online without a health check:

For example, from Hospital Extra Liberty (semiprivate) to Hospital Top Liberty (private).



More information on
Hospital Day Comfort:
sanitas.com/clever-en

An improved
quality of life
thanks to better
health



We don't just support you before treatment; we also encourage you to actively improve your health.

Free health offers

Want to actively do something for your health? Preference customers have access to numerous free programmes. For example professional online coaching for psychological health.

Or take a look at the Sanitas Coach app, which guides you to a healthier lifestyle. It helps prevent illnesses or makes it easier to live with high blood pressure, type 2 diabetes or sleep problems.

“My blood pressure has stabilised and I have much more energy now.”

Heinz B. Sanitas Preference customer

Interested?

The best overview of all health offers can be found in the Sanitas Portal app.

sanitas.com/overview



Digital services

Sanitas offers a range of useful online services to help you manage your insurance affairs with ease.

Award-winning customer portal

Do you want to manage your insurance affairs in record time? The Sanitas Portal is now available online and as an app. You can scan in reclaim vouchers quickly using your smartphone camera and send them to Sanitas. And you always have an overview of all your documents. Or discover innovative offers for your health – for example the Symptom Check or our virtual assistant Alva.

Sanitas digital services



Sanitas Portal app

Customer portal for when you're on the move



Sanitas Medgate app

Medical advice at your fingertips



Sanitas Coach app

The digital coach for a healthy heart

More about our apps:

sanitas.com/apps-en



The digital health partner Alva supports you in the Sanitas Portal app by providing you with personal recommendations.

Kostenaufteilung

Periode
24.11.2018 - 11.12.2018

Abgerechnet



Gesamtbetrag
CHF 451.45

Übernommene Kosten

KVG	CHF 406.35
VVG	406.35
	20.00

Ihre Kostenbeteiligung

Franchise	CHF 45.10
Selbstbehalt	10.00
Spitalkostenbeteiligung	45.00
☐ Nicht versichert	10.00
	10.00

Leistungsabrechnung

Der Betrag über CHF 45.10 wurde Ihnen in der folgenden Leistungsabrechnung belastet.

Contact

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