

# Telehealth Services in Switzerland Healthcare at your fingertips



Free telehealth services for students:  
**Simple, Fast and convenient**

**Our Telehealth hub connects you to a medical professional within minutes, wherever you are**



24/7 Medical Consultations with nurse triage and follow-up call with doctors if needed\*



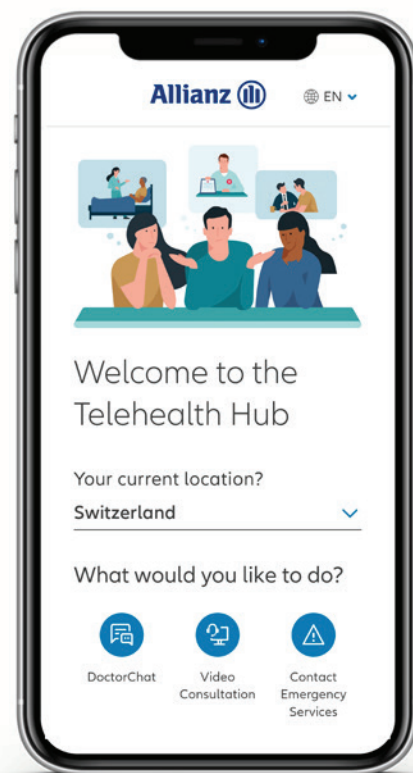
Obtain medical information 24/7 on a wide range of health topics



Talk to a doctor via Doctor chat\*



Collect medicines prescribed to you from your local pharmacy\*



\* Availability of Service will depend on the country you are in

## How does it work?



Login into MyHealth app or Portal



Click on "Health Assistant" and then TeleHealth Hub

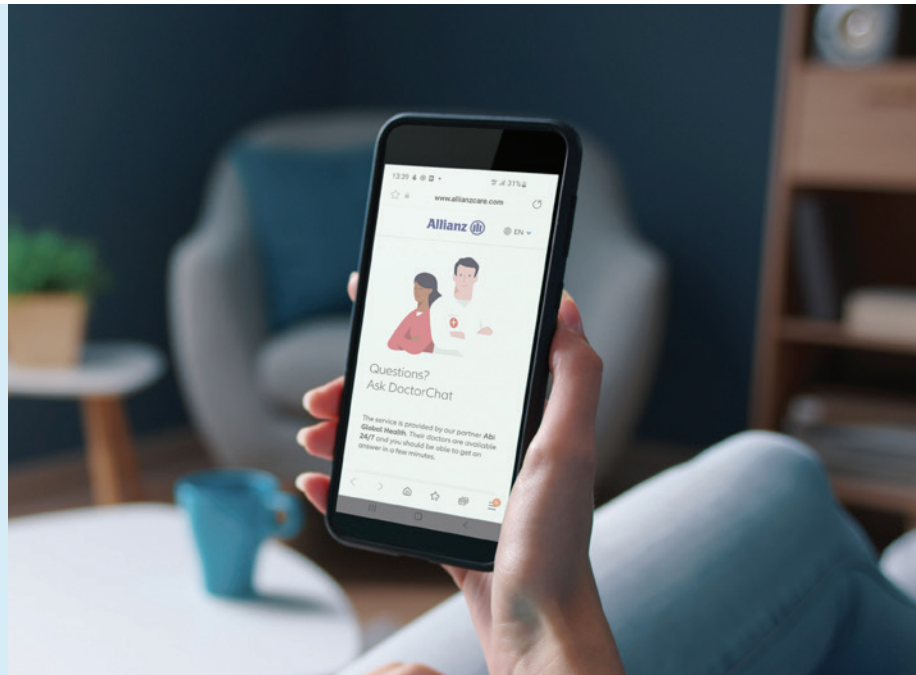


Enter your location and if you're in Switzerland we'll connect you with our Medi24 hotline + 41 (0)31 337 05

## The doctor will see you now

Via telehealth you can get medical advice, treatment recommendations and access prescriptions (where possible) for non-emergency medical concerns. Teleconsultations can help you treat a wide range of medical conditions such as:

- Cough and colds
- Sore throat
- Earache
- Urinary symptoms
- Diarrhoea
- Indigestion
- Eye infection
- Rash
- Sinus congestion/allergy
- Headache



### Have a medical questions? Ask Doctor Chat

You can use DoctorChat every time you have a medical question, but don't need a consultation. Just type your question and we'll find a doctor to answer it within minutes anytime, anywhere.

Telehealth Services are provided in English, Italian, German and French by Medi24.

Our services is supported by 120+ nurses and 30+ doctors in Switzerland, available day and night.

## Want to know more? Watch our telehealth video .

If included in your plan, teleconsultation benefit will show in your Table of Benefits. Cost of medicines and delivery of medicines may not be included under this benefit, even when prescribed or recommended during the video consultation. Video Consultation Services and Teleconsultation Services are provided by third party providers and made available to you subject to your acceptance of the terms and conditions of AWP Health and Life SA and AWP Health and Life Services and the third party provider. The medical information service is extremely helpful, but it's not a substitute for professional medical advice or for the care that you receive from your doctor. It is not intended to be used for medical diagnosis or treatment and you should not rely on it for that purpose. Always seek the advice of your doctor before beginning any new treatment or if you have any questions about a medical condition.

Services may be restricted, based on geographical location. You understand and agree that AWP Health & Life SA (Irish Branch), AWP Health & Life Services Limited and their administrators and reinsurers are not responsible or liable for any claim, loss or damage, directly or indirectly resulting from your use of the service from the third party provider.

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