



## Multimed

# The ideal combination of family doctor and telemedicine.

Multimed lets you choose the most suitable point of contact when you fall ill – one that precisely matches your needs: that could be your family practice or our telemedicine centre, on the one hand, or support in the form of digital assistance, on the other.

[css.ch/multimed](https://css.ch/multimed)

### The advantages for you

- Family practice and telemedicine staff coordinate your treatment together
- The two coordination partners share information to ensure the best possible medical provision for you
- Full digital support throughout the course of your treatment
- Same benefits as mandatory healthcare insurance

### Save on premiums

- Retention fee of CHF 400 instead of CHF 700 per calendar year
- 7% discount if accident cover is excluded
- Generous premium discount

### The right supplementary cover

As basic insurance only covers your fundamental medical needs, CSS offers a series of supplementary insurance options. You can therefore put together your own insurance package to perfectly suit your own needs and budget. We will be happy to advise you.

### Telemedicine and your family doctor – your coordination partners.

The consistent exchange of medical data between your family practice and our telemedicine centre avoids gaps in your medical treatment.

### Multimed – your support.

If you have a chronic and/or complex illness or treatment, CSS has a number of different health programmes to support you in parallel with Multimed.

You will find all the information you need about the course of your treatment at a glance via the myCSS client portal. The Well digital Symptom Checker is also available free of charge whenever you need it.

Get advice on 0844 277 277  
Your client portal at [my.css.ch](https://my.css.ch)

Your health.  
Your partner.



# Information and benefits at a glance.

## Seeking treatment

One of the coordination partners is always your first point of contact for health matters. They will discuss the best treatment options with you. Information-sharing between the coordination partners ensures a high quality of treatment.

### Family practice

When you take out Multimed insurance, you choose a recognised medical practice from the Multimed list that you wish to designate as your personal family practice for the future. It will then be named on the insurance policy.

### Telemedicine centre

With the telemedicine service (+41(0)58 277 77 77), you get medical advice from a doctor or medical specialist round the clock over the phone.

### Your coordination partners

Your coordination partners are your chosen family practice and the telemedicine centre.



[How Multimed works](#)

## Your digital support.

**Multimed gives you access to various digital services. If you wish to use them, they can provide support in connection with your treatment and health insurance:**

- If you are unsure about anything health-wise, you can consult the Well digital Symptom Checker for advice. It leads you question by question to a recommendation about whether you should go to the doctor or take some other course of action.

## Treatment with referral

If you require specialist treatment, you will mostly be referred by your family practice. It is possible for the telemedicine centre to refer you, depending on the situation – the medical assessment and chosen family practice are the key factors here.

## Treatment without referral

You can go directly to eye doctors, gynaecologists, midwives and dentists for check-ups and treatment.

## Generic/biosimilar medicine

You undertake to request a value-for-money medicine from the group of active ingredients prescribed by the doctor – a generic or biosimilar version, or a comparatively low-cost original preparation.

## Medicine on repeat prescription

These medicines must be obtained from a CSS-designated online pharmacy or your Multimed family practice.

## Emergencies

Notify one of your coordination partners of emergency treatment in hospital or from an emergency doctor within 10 days.

(An emergency means the onset of a health condition which is life-threatening or requires immediate medical treatment.)

If any follow-up treatment or check-up is necessary, this must be reported to the coordination partner before you begin that treatment or attend a check-up appointment.

- You'll find practical functions in myCSS that will simplify your administration. For example, use it to submit your bills electronically or check your insurance benefits. You can also report your emergency treatment and keep track of your visits to the doctor – and much more.
- The Well electronic medical data store is a secure environment in which you'll find personal documents such as doctor's reports and treatment recommendations.