

# Private Assistance. Premium service. Exclusive. Comprehensive. Personalised for you.

Private Assistance is your wholly personalised advice and support service. It provides you with efficient, competent and reliable assistance and support for all your concerns. Only insured persons with both **myFlex Outpatient Insurance** and **myFlex Premium Hospitalisation Insurance** qualify for this unique and exclusive service.

## Your individual Private-Assistance service

If you have questions about health problems, medical treatment or any aspect of your insurance – your premium advisor will be happy to help.

### Possible questions

- What medical specialist should I go to?
- In which hospital should I get treatment?
- Where will I get the best-possible help?
- What special preparations do I need to make?
- Are there any alternatives? Do I need a second opinion?
- Where can I find expertise that offers me the best chance of successful rehabilitation?
- What co-payments will I incur?
- How can I organise my household if I have to stay in hospital?

## Your premium advisor 0844 277 772

- is your **first point of contact for Private Assistance services**
- is available to provide individual, all-round aid, support, advice and assistance
- takes care of your concerns and questions regarding all aspects of insurance, medicine, health, medical treatment, rehabilitation and care
- provides you with support in relation to specific claims for benefits, such as finding you a personal **medical coach** or organising and arranging professional **support services**

### Important to note

- If you wish to use Private Assistance services, please don't forget to make your premium advisor your first point of contact
- Data required for processing, such as health data, will be used, subject to your written consent and in strict compliance with the provisions of data protection law. However, you may revoke such consent at any time

## Your Premium gold card

Insured persons who have taken out Private Assistance will receive the special Premium gold card from CSS. You should always carry this with you on your person. It gives you access to the advantages enjoyed by Premium insured persons with Private Assistance.



### How to contact your Private Assistance premium advisor:

Phone: 0844 277 772,  
Monday to Friday, 08.00–18.00  
private.assistance@css.ch  
Fax: 058 277 94 90  
www.css.ch/pa

### 24-hr emergency and medical advice

For medical questions in Switzerland or abroad.  
Phone: +41 (0)58 277 77 77\*

\* Telephone charges vary according to provider



# Private Assistance. Offers and processes.



First point of contact for  
Private Assistance services:  
your premium advisor  
0844 277 772

## Your medical coach

On request, your premium advisor will find you a competent personal **medical coach** if you need medical treatment as a result of accident or illness, or in the event of maternity. The coach will provide you with support according to your needs, as necessary and desired, before, during and after treatment.

### The medical coach will

- identify your needs and evaluate which treatment options are best for you
- facilitate a second medical opinion and organise a course of treatment with medical specialists that is tailored to your needs
- enable straightforward and efficient access to the most suitable medical specialists and hospitals within 5 days
- act as a single point of organisation and coordination for you throughout the entire course of medical treatment

### Case study

Owing to recurring back problems, Marc Martin (50) is considering having surgery, which entails certain risks. He would therefore like to receive detailed advice from a specialist on possible and alternative treatment options. In addition, if he does have to undergo an operation, he would like to know that he is in the best possible hands. He wants to receive competent advice during and after any period of hospitalisation – and, as a passionate cross-country skier, it is especially important that he find suitable measures which will ensure the best possible chance of successful rehabilitation. That is why he contacts his Private Assistance premium advisor.

### Advantage of medical coach

Your personal medical coach will accompany you throughout the entire duration of your treatment. He is independent, his only obligation is to you, and – depending on which insurance model you have taken out – he is not subject to any restrictions in relation to the choice of hospital or doctor in Switzerland. This service can be taken up or ended by you at any time during treatment.

## Our support benefits

As an insured person with Private Assistance, you can take **advantage of support benefits** that are geared to your individual needs in **relation to medical treatment**.

### For example

- the timely organisation and arrangement of the desired services such as qualified childcare, pet care and professional house or flat-sitting
- for certain private expenses in connection with hospitalisation, such as phone charges, internet, TV, newspapers and magazines, parking

Alongside the quick and straightforward organisation and arrangement of support benefits, contributions of up to CHF 500 per case and CHF 1,000 per calendar year are covered for such services.

### Case study

Anne-Marie Meier (35) is to be admitted to hospital with suspected appendicitis. Hospitalisation will take place while her husband is overseas for two weeks on business. She has two school-aged children and a dog at a home, a garden and many plants, plus a mailbox that needs emptying daily. The children would also like to visit their mother in hospital after school. That is why she contacts her Private Assistance premium advisor.

### Advantages of support benefits

Your personal premium advisor is available to you at any time during medical treatment, hospitalisation or a stay at a spa to provide professional, tailor-made support benefits. The support benefits are geared towards your individual needs and wishes.