

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 doctor or our telemedicine centre, on the one hand, or support in the form of digital assistance, on the other.

Telemedicine and your family doctor – your coordination partners.

The consistent exchange of medical data between your family doctor and our telemedicine centre avoids both gaps and overlaps in your medical treatment. If further investigations are needed, the coordination partner responsible will refer you to one of the selected specialists who meet CSS quality criteria.

Multimed – your digital support.

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

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.

Your advantages:

- Family doctor 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.

Personalised for you:
Get advice on 0844 277 277
www.css.ch

Your client portal at my.css.ch

Information and benefits at a glance.

Course of treatment

One of the coordination partners is always your first point of contact for health matters.

Family doctor

When you take out Multimed insurance, you choose a recognised doctor from the Multimed list who you wish to appoint as your personal family doctor for the future. Their name is stated on the insurance policy.

Telemedicine centre

With the telemedicine service, 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 doctor and the telemedicine centre.

They will coordinate the entire course of treatment and discuss the best options with you. Information-sharing between the coordination partners ensures a high quality of treatment.

Treatment with referral

If you need treatment from a specialist, you will be referred by one of your coordination partners, who will set a treatment time frame for you. You will be referred to one of the selected specialists who meets CSS quality criteria.

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

This medicine must be obtained from a CSS-designated mail-order pharmacy or your Multimed family doctor.

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.

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 myGuide digital tool 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.
- 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.
- Medical Safe is a secure environment in which you'll find personal documents such as doctor's reports and treatment recommendations.