

# CASAMED SELECT

## Assistance in line with your needs – digitally or in person

Contact the Medgate telemedical centre or an ÖKK partner pharmacy.



Contact **Medgate** by phone or via the app: either get expert advice from a specialist on 0844 655 655 or enter your symptoms into the app (medgate.ch/app) and get a recommendation for treatment.

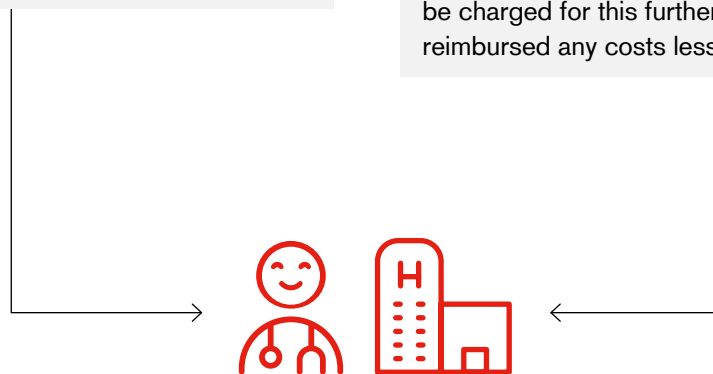
Look for a **partner pharmacy** in your area and get advice from a specialist there. A list of all our partner pharmacies can be found at [oekk.ch/partner-pharmacies](http://oekk.ch/partner-pharmacies).

The **medical specialist** will provide round-the-clock advice over the phone, via video or via chat and determine the next steps for your treatment. This initial consultation with Medgate is free of charge for you – you only pay for the local-rate telephone call.

If physical treatment is required, you will be referred to a specialist or hospital. You must comply with the referral. You will be charged for this further treatment as usual and be reimbursed any costs less your cost-sharing amount.

Your **pharmacist** will then provide you with advice and determine the next steps for your treatment. If this person cannot help you, in certain partner pharmacies you can also benefit from the «Book a Doc» service, which offers telemedical doctor's consultations on location. The initial consultation in the partner pharmacy is free of charge for you – you will only be charged for the medication.

If necessary, you will be referred to a specialist or hospital. You must comply with the referral. You will be charged for this further treatment as usual and be reimbursed any costs less your cost-sharing amount.



**Specialist or hospital**



**Exceptions:** In the event of emergencies or gynaecological, paediatric or optometric treatment, you may consult the relevant specialist directly without having to first contact Medgate or a partner pharmacy.