

## A person you can trust – thanks to Med Direct

# With the popular general practitioner model Med Direct, you are free to choose your general practitioner.

Do you consider it important to be consistently and personally looked after by one medical expert who knows your medical history? If so, Med Direct is the ideal model for you. The Med Direct model allows you to choose your preferred general practitioner, who is then the first person you contact when treatments or examinations are required.

### Your obligations:

- You always contact your chosen general practitioner first about any medical matters.
- If you are referred elsewhere, you must notify us in writing, with a referral confirmation filled in by your general practitioner. You will find the form on our website: [visana.ch/ueberweisung](https://visana.ch/ueberweisung)

### For the following services, you do not need a referral:

- Maternity
- Gynaecological treatment and preventative examinations
- Outpatient eye examinations and optical aids
- Dental treatment
- Emergencies

If any emergencies arise, inform your general practitioner at the earliest possible opportunity.

### What happens if obligations are not met:

If, on one occasion, you deviate from the envisaged Med Direct clinical pathway and, for example, go directly to a specialist, we will draw your attention to your obligations in writing. On any second or third occasion, we reserve the right to reduce our benefit payments by 50% or 100% respectively. If there is a fourth incident, we will transfer you from Med Direct to the ordinary basic insurance.

You will find more information on Med Direct at [visana.ch/meddirect](https://visana.ch/meddirect)

### Get medical advice at any time of the day or night

You can reach Medi24 by phone on 0800 633 225. For digital services, such as the doctor chat, the Well app is also at your disposal around the clock. [visana.ch/well](https://visana.ch/well)