

Family doctor and telemedicine brought together in an economic model

With the LAMal Combi Care model, you have maximum freedom of choice: you decide on a case-by-case basis if you want to get advice by phone or consult your family doctor directly.

Free choice with Combi Care

As its name suggests, Combi Care combines the benefits of a traditional family doctor insurance model and a telemedical model with very advantageous premiums. In the event of a health problem, depending on the symptoms and the situation, you can directly arrange an appointment with your family doctor, or get advice from a specialist from our partner, Medi24, by telephone or by chat; in all cases, the instructions received must be followed. The only condition for this freedom of choice: you are prescribed economical drugs belonging to the active ingredient group prescribed by the doctor, such as generics or biosimilars. Otherwise, the costs are not covered.

Telemedical advice 24 hours a day, 7 days a week

Whether it be the middle of the night or from abroad: in case of medical questions, you can count on the professional advice provided by the Medi24 centre of expertise, at any time and wherever you are. You are free to choose to contact Medi24 by telephone or by chat.

Or family doctor

When entering into Combi Care, you simply indicate the family doctor of your choice from amongst those recognized by Visana. You can then consult them at any time, when you want to be advised and treated personally. They will coordinate the diagnosis as well as treatments and any follow-up consultations. If specialist or hospital-based treatments are needed, they will also give you those referrals. In each case, you must inform Medi24 of all advice and prescriptions made by the family doctor, so that your patient journal is always up-to-date.

Medi24 Navigator – Your digital access to medical advice

You can contact Medi24 at any time during the day and night and with ease: whether it be by phone at 0800 633 225 or by SMS, WhatsApp, Telegram or other digital messaging channels. To do this, simply register once and select the desired channel to get medical advice. And you are ready to go:

visana.ch/fr/navigator-medi24