

# SWICA

Services and advantages

## Outstanding service for your health



## santé24 online practice

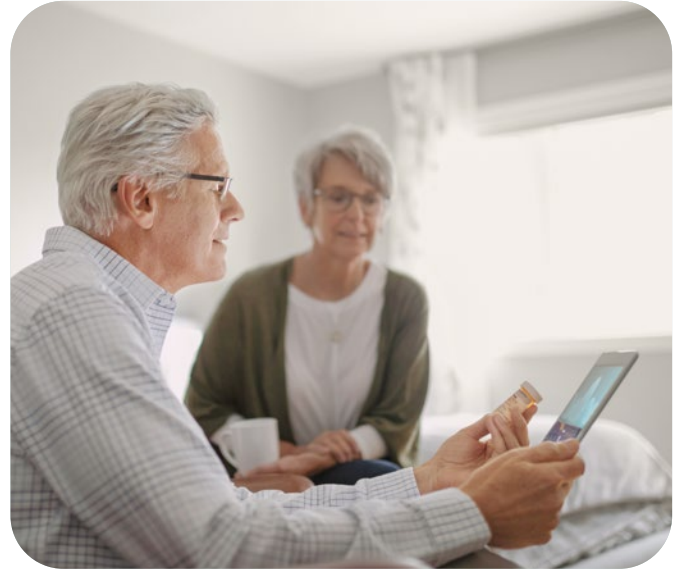
The doctors and medical staff at santé24 will offer you expert advice on all questions relating to prevention, illness, accident and maternity – worldwide, around the clock, 365 days a year. In the case of complex treatment, you will also benefit from the personal support you receive from our Care Management. This means that you will always be in good hands.

### What santé24 offers you

- Access to experienced doctors and medical staff who are experts in their field
- Support before and during hospital stays
- Advice on nutrition, exercise and wellbeing
- Vaccination advice for foreign travel
- Personal advice on medication
- Telemedicine service: online and by phone, 24/7
- Free to everyone who is insured with SWICA either directly or through their employer

### There for you

santé24 is there for you, 24 hours a day, 365 days a year: phone +41 44 404 86 86



## Second medical opinion

Would you like to obtain a second opinion before an operation? On request, impartial experts will review your files and the resulting diagnosis or prescribed therapy. The specialists who assist you in coming to a decision are completely impartial, as they do not carry out any treatments themselves and do not contact the original doctor.

### The benefits of a second medical opinion

- Reassurance if you are uncertain about an initial medical opinion
- Help with taking decisions about planned, non-emergency medical treatment
- Transparent, comprehensive and balanced information for patients

### How you benefit

You can obtain an independent second opinion from santé24 at any time. Expert doctors will assist you in this process. The fees charged by [meinezweitmeinung.ch](https://www.meinezweitmeinung.ch) are covered under some insurance plans\*.

### This is how it works

- You contact santé24 or access [meinezweitmeinung.ch](https://www.meinezweitmeinung.ch) directly.
- A team of doctors examines documents on your case and prepares a well-founded, independent second opinion.
- The second opinion is sent to you promptly.

\*Free second opinion only applies to customers with Hospita Flex Semi-Private, Hospita Semi-Private, Hospita Flex Private, Hospita Private, Hospita Private Global or Infortuna

# Good reasons to choose SWICA

## Outstanding customer satisfaction

We are proud to have received top ratings for customer satisfaction and image in independent surveys conducted by companies such as Comparis, K-Tipp and amPuls. These results motivate us to continue delivering the best customer service and quality – 24 hours a day, 365 days a year.



[swica.ch/customer-satisfaction](https://www.swica.ch/customer-satisfaction)

## The rate based on your age when you join remains unchanged for life

The SWICA rate based on age at enrolment rewards your loyalty by factoring in the length of time that you have been insured with SWICA. This means that you can keep your outgoings to a minimum, even in old age, and still enjoy the best possible insurance cover.



[swica.ch/enrolment-age-rate](https://www.swica.ch/enrolment-age-rate)

## Worldwide customer service and telemedicine around the clock

We are always happy to provide you with professional and personal advice. SWICA's phone-based customer service and the santé24 telemedicine service are available 24 hours a day, 365 days a year.



[swica.ch/contact-form](https://www.swica.ch/contact-form)

## Savings thanks to numerous partnerships

Thanks to the partnerships we have with numerous businesses and associations, their employees and members enjoy group discounts on supplementary insurance plans plus annual sports contributions and preferential offers.



[swica.ch/optimize](https://www.swica.ch/optimize)

## Personal support in the event of illness or accident

As your health partner, SWICA is committed to ensuring that you receive quick, professional and, above all, personal support in difficult times. The services on offer include support from experienced care managers and reliable childcare or domestic help in the event of illness or accident.

[swica.ch/personal](https://swica.ch/personal)



## mySWICA: digital customer portal for all your insurance cover

The mySWICA customer portal enables you to submit invoices digitally and provides an overview of your insurance cover at all times. You can also communicate easily with Customer Services via your smartphone or computer thanks to the integrated messaging function. And you can make changes (e.g. a change of address) quickly and simply.

[swica.ch/myswica](https://swica.ch/myswica)



## Equal consideration of conventional and complementary medicine

Like Hippocrates, we believe that anything that benefits your health is positive. That's why SWICA supports complementary therapy methods and puts them on an equal footing with conventional medicine.

[swica.ch/complementary-medicine](https://swica.ch/complementary-medicine)



## Benevita: digital health coach with bonus programme

We help you to adopt a healthy lifestyle and reward you for doing so. Collect points with the Benevita app, learn about health topics and enjoy attractive offers and a discount on selected supplementary insurance plans.

[swica.ch/benevita](https://swica.ch/benevita)



## Generous contributions for health promotion and preventive healthcare

We reward personal fitness and health promotion activities in the areas of exercise, nutrition, relaxation and wellbeing (e.g. fitness, sports clubs, dance classes, nutritional advice, spas and saunas) with attractive contributions.

[swica.ch/healthpromotion](https://swica.ch/healthpromotion)



## Benecura: digital health consultations with SymptomCheck

If you feel unwell, the Benecura app will guide you through the SymptomCheck process. The result is a personal recommendation about what to do next. And you can always rely on the 24-hour telemedicine services provided by the santé24 online practice. You can use the integrated health dossier to store your documents and, where appropriate, share them securely with doctors.

[swica.ch/benecura](https://swica.ch/benecura)





## Home Nanny

### The Home Nanny service includes

- Comprehensive, needs-oriented childcare provided by qualified and experienced experts
- A personal home nanny who is available within hours
- Care for your child in your own home

### How it works

Whenever you need assistance, contact our Customer Service 24/7 on +41 58 800 99 33. Contact details will be taken and our partner, Callyandi, will contact you within two hours. Callyandi will organise a qualified and experienced caregiver for you anywhere in Switzerland. Your home nanny will discuss your individual requirements with you.



## Home Attendant

### The Home Attendant service includes

- Trustworthy and experienced home attendants
- Taking care of pets, watering plants and emptying the letterbox
- Grocery shopping before you return
- Other services as needed

### How it works

Whenever you need assistance, contact our Customer Service 24/7 on +41 58 800 99 33. Contact details will be taken and our partner, Callyandi, will contact you within two hours. Callyandi will organise a qualified and experienced caregiver for you anywhere in Switzerland. On request, your home attendant will then stop by your house for instructions and to pick up the keys before your hospital stay or spa visit.

## TytoHome – the innovative telemedicine device

With TytoHome, you can carry out medical examinations yourself, regardless of where you happen to be, and share and discuss the results with santé24 healthcare professionals and doctors: [swica.ch/tytohome](https://www.swica.ch/tytohome)



# SWICA services for you

## Recommend SWICA and receive 100 francs

Are you a satisfied SWICA customer? Then let other people know. Your recommendation pays off twice over. Your friends will enjoy first-class service and attractive premiums, and you'll be rewarded with 100 francs for every successful recommendation.

[swica.ch/recommend](https://swica.ch/recommend)



## active4life offers for our customers

There are lots of day-trip destinations and offers for you to discover. Thanks to around 100 active4life preferential offers, our customers enjoy a range of discounts from partners in the fields of nutrition, health, sport and wellness.

[swica.ch/active4life](https://swica.ch/active4life)



## Digital, secure and always available

- mySWICA: digital customer portal for all your insurance cover
- Benevita: digital health coach with bonus programme
- Benecura: digital health consultations with SymptomCheck

[swica.ch/app](https://swica.ch/app)

