

## FAQ Aquilana SMARTMED – Medgate App

### 1 Technical questions

#### 1.1 Can the Medgate App also run on smartphones which use operating systems other than iOS or Android?

No, the Medgate App only works with iOS and Android.

#### 1.2 With which iOS and Android operating system releases does the Medgate App work?

The app is compatible with the latest operating system release available on the market and with the two previous system releases.

#### 1.3 What happens if I get a new device?

You can register and access your data on any device with your own user name and password. Please don't forget to update the telephone number if it has changed.

#### 1.4 Do you have technical issues or do you need help with installation?

In that case, the Medgate Customer Service Center will be happy to help from Monday to Friday, 9.00–12.00 and 13.00–15.00, on telephone number +41 61 377 88 28.

#### 1.5 What can I do if I have technical difficulties?

We advise you to update your smartphone operating system and use the latest Medgate App release. By activating automatic updates, you will always be using the latest app release. If the problems persist, please contact Medgate Customer Service on +41 61 377 88 28.

### 2 Registration

#### 2.1 What do I need in order to register?

An email address, mobile phone number and an insurance card are needed to register and identify yourself. An identification card is also required for verification purposes.

#### 2.2 I changed over to Aquilana on 01.01.20XX. When can I register?

V1: Wait for the new Aquilana insurance card and then register once you have received your insurance card.

V2: You have already been registered by your previous insurer. In that case the new health insurer's app update is required by 01.01. You will need your Aquilana insurance card for that purpose.

#### 2.3 I already have a Medgate account, must I do anything?

Yes, when you change to Aquilana you can update the insurance under "Profile" in your Medgate app and scan your new insurance card.

#### 2.4 When registering with my email address a fault message saying that the email address is invalid keeps on appearing. What can I do?

Please check how you have entered your email address:

V1: You entered the email address incorrectly. It must be an email address in the current format.

V2: You have already used this email address once in the past to register with Medgate. Please try to reactivate the account with "Password forgotten."

### 3 Handling issues

#### 3.1 I would like to add my partner to my own myAquilana account. What must I do?

Because of data protection regulations and access to medical documents, only minor children can be added if one of the parents is the legal guardian. All adults must set up an account of their own.

#### 3.2 Both parents would like to have access to the children. Can these two accounts be added?

No, the children can only be registered with one parent in the app.

#### 3.3 Up to now I was able to call Medgate free of charge to seek medical advice. Will I now always have to pay?

In the Smartmed model, a charge at the Tarmed rate is always made for consultation with a doctor (telephone, video, chat). However, a telephone conversation of this kind is less expensive than a physical visit to the doctor.

### 4 Medical matters in the app

#### 4.1 How does the artificial intelligence (AI) based symptom checker in the Medgate App work?

##### What about a digital visit to the doctor?

If you experience symptoms of an illness, please enter your condition in the Medgate App during the booking process. With the use of artificial intelligence you will automatically be questioned about your symptoms in the Medgate App. You will then be advised as to whether a telephone or video consultation (available in German, French, Italian or English) with a Medgate doctor or a visit to your own general practitioner is appropriate. The help enabling our Aquilana SMARTMED insured members to reach a decision is designed in the first instance to reduce costs and duplication. A [video](#) shows you exactly how this triage works.

#### 4.2 I am undergoing treatment at present and need to report this as I will now be using the Aquilana Smartmed model. How do I do this?

Ongoing treatments must be notified at the outset. This can also be done via the “administrative chat”. No charge is made to the insured member for this. If Medgate medical personnel are needed to set up the treatment plan, the consultation will be billed to Aquilana at Tarmed rates (with a cost participation by the insured member).

#### 4.3 I have an existing treatment plan. I would now like to extend this plan

An existing treatment plan can be extended once either directly via the treatment plan or through the “administrative chat.” No charge is made to the customer for this extension unless Medgate requires a medical consultation before approving the extension.

#### 4.4 The Medgate partner network consists mainly of specialists. What is the position regarding general practitioners?

There are no limitations on general practitioners in the Aquilana SMARTMED model. Your own general practitioner or your favourite Medgate doctor can, however, be recorded in the Medgate App on request. Only specialists are limited in the Medgate partner network. Persons insured with SMARTMED can go to their usual general practitioner if a physical consultation with a GP is recommended after the digital assessment of their symptoms (AI).

#### 4.5 I was referred on by the general practitioner. What must I do now?

A referral can be recorded free of charge either directly via the treatment plan or through the “administrative chat.” In the case of Smartmed, please note that a specialist must always be listed in the Medgate partner network.

#### 4.6 For how long are treatment plans for chronic illnesses open?

This is at the doctor’s discretion and must be discussed with her/him.

#### **4.7 The Medgate AI triage advises me to visit a general practitioner. Can I choose my own practitioner?**

Yes, provided that the Medgate doctor recommends a physical consultation with a general practitioner, any such practitioner may be visited.

#### **4.8 I would like to see a specialist. What points must I respect?**

A referral by Medgate is always needed. You must consult a specialist who is listed in the Medgate partner network.

#### **4.9 With which mail order pharmacies does Medgate work?**

Medgate doctors can issue a medical certificate or a prescription (e.g. for physiotherapy). If pharmaceuticals are needed, persons holding Aquilana SMARTMED insurance can send the necessary prescription to the pharmacy of their choice or to a mail order pharmacy. Medgate cooperates with the Zur Rose, Mediservice and Saner mail order pharmacies (in the Basel region).

### **5 BetterDoc**

#### **5.1 I am planning a hospital stay. Must I consult BetterDoc?**

Yes, persons holding SMARTMED insurance with Aquilana must use the BetterDoc service before undergoing scheduled operations as a hospital inpatient (including gynaecological, ophthalmological and paediatric interventions) and before any other scheduled stays in hospital. You will then benefit from full transparency in respect of particularly suitable points of contact for the treatment; that in turn will increase the likelihood of a successful outcome.

#### **5.2 BetterDoc suggests a hospital and/or a surgeon to me. Must I accept that suggestion?**

No, the suggestion is to be regarded as a recommendation. There is no obligation to follow BetterDoc recommendations.

#### **5.3 Can the BetterDoc service also be used for outpatient treatments?**

BetterDoc is also available optionally and free of charge to persons holding SMARTMED insurance with Aquilana to obtain recommendations of specialists in all medical specialisms or get a second opinion for outpatient treatment. Persons insured with the Aquilana SMARTMED model therefore always have an opportunity to consult the most suitable specialist. In this case too, persons holding SMARTMED insurance with Aquilana are still free to decide whether to use the service provider recommended by BetterDoc.

#### **5.4 How can I contact BetterDoc?**

Contact can be made on telephone number +41 61 551 01 88 (Monday to Friday, 8.00–17.00) or [online](#).

### **6 Security and data protection with the Medgate App**

#### **6.1 Is the Medgate App secure and are data protected?**

When developing the Medgate App, Medgate took exceptional care to ensure that the app complies with the latest data protection regulations. All the data are encrypted and protected during transfer. Data in the app are also password-protected against unauthorized access. The user must also identify themselves once by an ID and insurance card before being able to make full use of the app.

#### **6.2 Where can I find the relevant documents about the Medgate App rules?**

Instructions for use, the data protection provisions and the general terms and conditions of business of Medgate can be consulted on the Medgate website in the [Document library](#).