

# Our FEELfree Tariffs with Exclusive Health Services

Perfectly covered with our service modules



## Health Telephone 24/7 Phone: 0711 6603-2144

- ✓ Our team of physicians and qualified medical professionals provides first-class advice and support around the clock.
- ✓ Advice in more than 20 languages, such as English, French and Spanish.
- ✓ Information on all aspects of health, e.g. diagnoses and medical conditions, preventive measures and treatment options, as well as information and decision-making support for chronic illnesses such as asthma, high blood pressure and diabetes.
- ✓ Advice for specific areas of life, e.g. parenting advice, midwife services, sports advice and advice for people aged 50+.



## 4 Video Consultation\*\* 24/7

[www.hallesche.de/videosprechstunde](http://www.hallesche.de/videosprechstunde)

- ✓ Offers all the options of the health telephone with an additional video function.
- ✓ Provides easier access to medical advice.
- ✓ No travel or waiting times – consultations are possible from home or while on the move.
- ✓ Enables more precise advice for many medical issues.
- ✓ No time limit on consultations.

The scope and content of the video consultation services are coordinated with the competent medical association.



To the Video Consultation

The exclusive health services of our FEELfree tariffs can also be used free of charge by family members\*!

\* Spouses, life partners, biological children, adopted and foster children, partners in a consensual union or a partnership similar to a registered civil partnership, as well as the biological, adopted or foster children of the spouse or life partner.

\*\* This service may be used if personal contact with a physician is not required.

We support and advise you in finding an appointment with an office-based specialist physician through MD Medicus.



## Specialist Physician Service 24/7

Phone: 0711 6603-4044

- ✓ Research for a suitable medical practice for you.
- ✓ Appointment scheduling with the identified practice or with your preferred physician.
- ✓ Qualified, medically substantiated enquiries to office-based physicians.



### Specialist Physician Service in Practice:

Mr S. has been experiencing eye problems for around six months, accompanied by headaches and a burning sensation in the eyes. Appointment scheduling was only possible at his place of residence and within a narrowly defined time window. The appointment he had arranged himself was too late for Mr S. He therefore contacted MD Medicus\* for assistance.

### How does Mr S. benefit from the service?

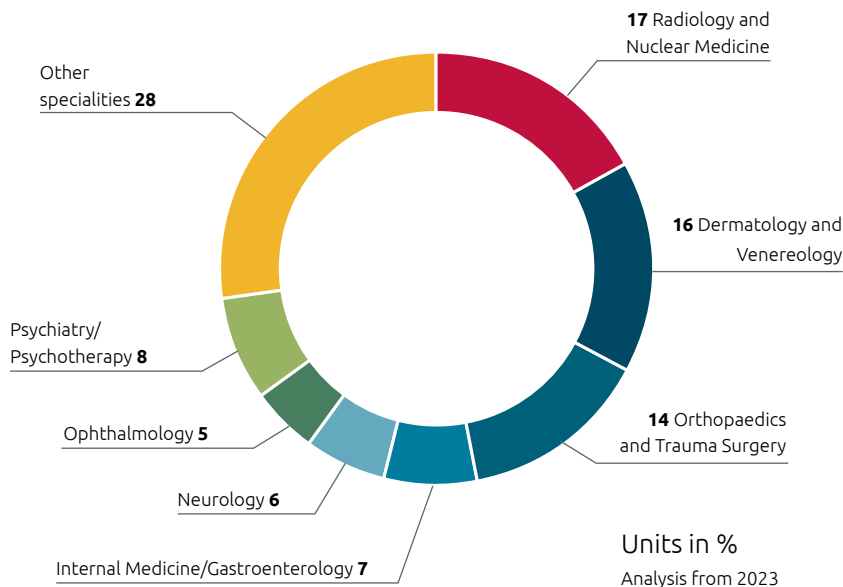


MD Medicus assists Mr S. with scheduling appointments.



Result: A significant reduction in the waiting time for the appointment – shortened by 56 days.

### Distribution of Appointment Service Requests



### Reduction in waiting time for an early appointment

The waiting time for an early appointment depends, among other factors, on the preferred appointment date, the medical specialty and the desired distance radius.