

Medical Care

Persons who are ill or have been involved in an accident are advised, in most cases, to consult a doctor as a first measure. In minor cases it may suffice to visit a pharmacy. Only in case of a serious emergency should one go directly to hospital.

Triage center / Medical advice over the phone

Do you need a doctor for medical advice? Call the number 0844 55 00 55, 365 days a year, 24 hours a day.

The qualified staff at the triage center is there for you when your doctor is unavailable. You will receive telephone advice from trained professionals.

Pharmacies

Pharmacies sell prescription (as prescribed by a doctor) as well as over-the-counter medicine. It is advisable to consult a pharmacist as a first measure for minor illnesses. Pharmacists are well-trained and provide their customers with advice. An appointed pharmacy is always open 24 hours in order to provide medication in case of an emergency. To find out which pharmacy is open call 0800 300 001 (free).

Family Doctor / Paediatrician

Many people in Switzerland have a family doctor (Hausarzt) who is aware of the patient's personal health history and who is the first contact when medical problems arise. For children there are paediatricians. If necessary a doctor will refer a patient to a specialist or to hospital. One should only go to hospital directly in case of a serious emergency. For other emergencies there is a central emergency number for Canton which operates after hours. The number is **0844 55 00 55** and is available 24 hours a day. In case of acute danger to life, the cantonal emergency call center 144 will be alerted for you.

Dentist

In general, dental care must be paid for by the patient. There is the option of getting additional insurance which covers dental care. Children in school have a right to one free dental check-up per year. Information will be provided by the school.

Hospital / Accident and Emergency Units

Persons who must go to hospital are, in most cases, signed in by a doctor. Serious emergencies are an exception and should be taken directly to the hospital's accident and emergency unit. The emergency number 144 should be dialed in life-threatening situations or when the patient needs to be picked up. The family doctor is responsible in less serious cases.

Care at Home

Persons who are ill or who are in need of care and help at home can benefit from the home nursing service (Spitex). Trained staff visits patients at home and provides care as well as help with housework. The service is made available for persons who are in need of support following illness, accident, pregnancy, childbirth, or who are having difficulties related to ageing. Part of the costs are covered by basic health insurance (Grundversicherung).

Additional information (links, addresses, information sheets, brochures)

www.hallo-ar.ch/en/health/medical-care