

Aquilana SMARTMED

Medgate is your first point of contact for all your health concerns. Medgate is there for you and takes care of you with the Medgate App – day and night, all year round. Contact with Medgate is carried out with the Medgate App by phone, video or chat. This means that you'll receive expert medical care quickly and easily.



This is how it works:

1 Medgate App consultation

In the App, Medgate asks you about your symptoms. Medgate then tells you whether a teleconsultation with a doctor from Medgate or a visit to a doctor is the best option for your treatment.



Medgate recommends you a ...

2a Treatment by a Medgate doctor

It's easy to book an appointment for a video or phone conversation with a Medgate doctor. The doctor will contact you at the time arranged and give you expert treatment.



2b Treatment by the family doctor

Just enter your doctor's name in the treatment plan. Then you can arrange a visit to your doctor.



3 Read and adjust your treatment plan

Your digital treatment plan is always at your fingertips with the Medgate App. If you need further referrals or extensions of the treatment duration, you can easily adjust your plan in the Medgate App.



Other important information:



Aquilana policy holders are obliged to make use of the BetterDoc service prior to schedulable inpatient procedures and schedulable inpatient stays.

BetterDoc.
Besser zum richtigen Arzt

Chat for more messages

A Chat function is available in the Medgate App for further communication with Medgate. You can use this to contact Medgate with administrative questions or to notify Medgate of any emergency treatment after the fact.

 Download the Medgate App now

