

Employer

Last name / first name

Address

Insurance details

Name Basic insurance provider

N° AHV.

Card number

Expiry date

Name Complementary insurance provider

Name Accident insurance provider

Date of accident

Invalidity insurance agency

N° DI. (Invalidity insurance ruling)

IV Congenital disability

Date and signature


Do you have any questions about check-in?

You can contact Insel Group's Patient Management team as follows:

Switchboard	+41 31 632 21 11
Inselspital Patient Management	patientenmanagement.bhh@insel.ch +41 31 632 28 12
Patient Management Aarberg	info@spitalarberg.ch +41 32 391 82 82
Patient Management Belp	info@spitalbelp.ch +41 31 818 91 11
Patient Management Riggisberg	info@spitalriggisberg.ch + 41 31 808 71 71

If possible, please contact us by e-mail. Our telephone lines are open during office hours.

Further information

Topic	Link
General information about your stay	Patients and visitors: Inselspital: www.insel.ch/infos Aarberg: www.spitalaarberg.ch Belp: www.spitalbelp.ch Riggisberg: www.spitalriggisberg.ch
Services for patients with supplementary insurance	www.inselpremium.ch/en
Data protection	https://www.inselgruppe.ch/de/datenschutz
Your «myInsel» patient portal	www.my-insel.ch
Wi-Fi	Use our free Wi-Fi «Public-INSELGRUPPE»
Follow Insel Group	

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Your administrative check-in

You are required to cover the costs of your treatment

Clarifying who is paying for your treatment is the most important part of your check-in.

Your insurance provider, often several simultaneously, will cover the costs of your treatment. However, if you are not insured, you will have to bear the costs yourself. Insel Group kindly asks you to cooperate, as any costs that are not covered must be charged to you directly. In the next sections, you will see that there are different types of insurance. Other types may be taken out in addition to basic insurance.

Swiss basic insurance («general ward»)

Our service	Your contribution
We will check the validity of your insurance card.	Present your insurance card each time you access relevant services.
We will obtain a cost assumption confirmation and settle the costs directly with the insurance company.	If you do grant consent for Insel Group to request insurance data from the insurers' online database, please contact Patient Admissions.

Patients from outside the canton: The costs of an inpatient hospital stay are covered if you are treated on an emergency basis by Insel Group, if you have "general ward anywhere in Switzerland" supplementary insurance or if the cantonal medical office of your canton of residence issues a cost assumption confirmation. If none of the above apply, please refer to the section «Non-compulsory and self-pay benefits» below.

In the event of an accident, congenital disability or invalidity: accident or invalidity insurance

Our service	Your contribution
We will settle the costs directly with the accident and invalidity insurance (IV) provider.	<p>Accident: Inform your employer and your accident insurance provider immediately after the accident. Bring your accident certificate with the accident number to Patient Admissions. You will receive the accident certificate from your accident insurer or, if necessary, from your employer.</p> <p>IV: Bring the congenital disability number(s) and/or the IV ruling (number) with you to Patient Admissions. If you do not already have this information, please register for invalidity insurance. Your treatment team can refer you to Insel Group's social counselling service, which will be happy to help you register for invalidity insurance.</p>

*Supplementary and private insurance**

Our service	Your contribution
We will obtain the cost assumption confirmation.	<p>If you have supplementary insurance, please let us know the name of the provider and also whether there are any payment restrictions (waiting periods, insurance restrictions, etc.). Let us know if you do not want us to obtain a cost assumption confirmation.</p> <p>When you are admitted, you will sign the "hospital admission form", confirming that you will personally cover any uncovered gaps in your insurance. A sample is enclosed with your appointment invitation.</p>

* For (international) patients and diplomats with **foreign** supplementary insurance or without Swiss basic insurance: please read the section below entitled «Non-compulsory and self-pay benefits».


Non-compulsory and self-pay benefits (if none of the above insurance schemes will be covering the costs)

Our service	Your contribution
We will provide you with a cost estimate and, if possible, a treatment agreement.	Before starting treatment, you will make an advance payment based on the treatment agreement or a cost estimate.

You will receive an invoice from Insel Group for private expenses such as meals served to your visitors in your room and telephone calls made on Insel devices.

Change of room category and insurance class

If you have no supplementary insurance or insufficient supplementary insurance cover and suitable rooms or beds are available, Insel Group can offer the following services in return for a surcharge:

Upgrade	Change to a twin or single room (without additional services)
Upgrade insurance class, see also www.inselpremium.ch/en	Change to a twin or single room, free choice of doctor and treatment by a specialist as well as other department-specific hospitality services.
	

Please contact your department's ward office. The surcharge must be paid in advance; please see the section «Non-compulsory and self-pay benefits» above.

Check-in: how to register in good time

Check in online as soon as possible (no later than 25 hours before the start of treatment). The sooner we have your data, the sooner we can finance your treatment.

You do not need to check in if your last registration with Insel Group was no more than six months ago and your personal and insurance details have not changed.

Online registration (required): Have your insurance card and appointment invitation from the relevant Insel department ready.



Registration via Swiss Post: If you do not have online access, please use the form in this brochure to register. Insel Group must receive this registration at least three working days before the start of your treatment.

If you are unable to register in advance, please report to the admissions office indicated in your invitation on the day of your admission or visit. You should allow an extra 30 minutes to register on site.

Administrative check-in form

If you are unable to register online, please return this completed form in an A Mail envelope to the following address (regardless of where your treatment is taking place):

Inselspital
Patient Management
CH-3010 Bern

Data for administrative admission

Last name / First name

Last name single

Gender

Date of birth

Language

Nationality

Street

ZIP / City

Private phone

E-Mail

Profession

Marital status

Documents deposited in (municipality)

