

Press release

## Health app "Well" begins national roll-out, signalling the future for Swiss healthcare

Schlieren, 4 May 2022 – **Well, Switzerland's open healthcare network, is addressing urgent digitalisation issues. The Well app has been available in beta version since August 2021 – at a media event today, the national roll-out was announced: Well and its founding partners are leading a communication drive and rolling out an extended range of services to a wider public. By connecting all stakeholders, the Well app facilitates access to healthcare services for the Swiss population and helps make healthcare processes more efficient and cost-effective.**

In November 2020 health insurers CSS and Visana, telemedicine and digital healthcare provider Medi24, and online pharmacy and technology partner Zur Rose Group made an announcement as joint founders and funders. This has now been realised: the healthcare app Well has taken Switzerland by storm. After a successful test phase of the beta version, the Well app is now set to be rolled out on a larger scale. In just a few short months, the number of users has already reached five figures and doctors connected on the app number more than 4,000.

### **New with 24/7 Doctor Chat**

Acute pain in the night; an accident on your bike; your child coming down with symptoms you don't recognise: If you have the Well app set up and the key information entered in, you are well prepared for these types of situations. Users can access personalised, quality-assured services around the clock that will guide them along the entire health pathway – from prevention to aftercare. For instance, users can communicate directly with a doctor via 24/7 chat, use a medically supported digital symptom checker for an initial assessment, arrange an appointment with a telemedicine specialist, or order medication. The platform meets the highest standards of data protection and data security. All individual health data is encrypted and stored securely on servers within Switzerland. The app users themselves decide who has access to which data.

### **Well partnerships make visiting the doctor easier**

Well already works with various doctors' networks in German-speaking Switzerland and with Réseau Delta, the largest managed care network of family doctors in French-speaking Switzerland. Anyone receiving treatment from within these networks will benefit from further streamlining: digital sign-in to their surgery for new patients, extended sign-in with information on medical history, appointment booking and appointment management, digital exchange of documents between patient and practice via the Well Medical Safe, and more. A further phase will see structured transmission of data to medical practices and other service providers developed.

### Open and independent platform

Since March 2021, a team of around 40 members of staff has formed in Schlieren who, together with users, are driving the continued development of the Well app. "In just a few months, we have recruited a dynamic team and successfully launched a beta app. After an intensive testing phase, we are very pleased to be able to offer the Swiss population better access to healthcare services, in addition to more efficient and therefore more cost-effective processes within the healthcare system itself. And this is just the beginning: we have created a total package that has never been seen before and are continually expanding the range of services for our users," says Alexander Bojer, CEO of Well Gesundheit AG. "We have developed a digital health navigator meeting the very highest standards. Well is open to everyone. We are connecting Switzerland to make health simple, digital, and empowered for everyone."

### For further information:

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Images of the Well app or the Well senior management team: <https://well.ch/medien>

### Download App:



Apple / iOS: <https://open.well.ch/ios>



Android: <https://open.well.ch/android>

### About Well

The Well health platform stands for the digitalisation and streamlining of the Swiss healthcare system. As a mobile app, the platform provides digital access to quality-assured, individually tailored healthcare services via a single platform. Connecting all stakeholders, including doctors and pharmacies, means patients can find answers to their questions fast, make contact with medical providers, and take their wellbeing into their own hands.

Health insurers CSS and Visana, telemedicine and digital healthcare provider Medi24, and online pharmacy and technology partner Zur Rose Group are joint founders and operators of the Swiss digital healthcare platform. Well offers itself as an independent platform open to all parties in the healthcare system, especially health insurers and service providers.

[www.well.ch](http://www.well.ch)

### The founding partners

