

Enjoy the convenience of the Visa Doctor on the Phone service

As an Erste Private Banking client, you can consult a physician about your health issues via your mobile phone or computer, whether at home or while travelling. Contact them easily, quickly, and securely whenever you need, 24/7.

The service can help you with the following:

- Advice on your health or the health of persons living in your household
- Making an appointment with a physician; obtaining a full medical report
- Explaining medical terms; obtaining a second medical opinion
- Interpretation of laboratory test results
- Confirmation, filling in the application form, and/or sending an eReceipt prescription minutes after the session. The electronic prescription is valid in pharmacies all over the EU.
- Heart rate, blood pressure, and oxygen saturation measurements using the BioScan feature.
- If required, arranging a consultation with specialists in the following fields: internal medicine, cardiology, dermatology, otorhinolaryngology, neurology, gastroenterology, endocrinology, radiology, urology, and ophthalmology.

Contacting the physician

You can contact the physician using the phone on the visa.meddiapp.com, website or via the secured mobile MEDDI app.

First, you will need to register once based on your personal information and the first nine digits of your Visa Infinite or Visa Infinite Metal payment card. Once your registration is complete, you can submit your request for advice and then just wait for a call with the physician. No third party will have access to your information – it will remain strictly between you and your physician.

The service is available 24 hours a day, all year round, including public holidays. With a registered Visa Infinite payment card, you have 3 requests per month free of charge, with a guaranteed connection to a doctor within a maximum of 30 minutes from the submission of the request.



The Doctor on the Phone assistance service is provided by MEDDI hub a.s.

MEDDI app – [App Store](#)

MEDDI app – [Google Play](#)

