

# Helsana Quick Check FAQ

## Quick Check: general

### **What is Quick Check?**

Quick Check is a tool that allows users to conduct a self-assessment of their personal situation and take an active part in their own health measures.

### **Is Quick Check app a medical product?**

No, Quick Check is not a medical product and it is in no way a substitute for personal consultation, examination or diagnosis by licensed medical professionals.

### **Who developed Quick Check?**

Quick Check was developed by experts at the Helsana Group based on the current literature.

### **Who can use the service?**

Quick Check is available free of charge to all those with Helsana supplementary insurance and any natural person who accesses [helsana.ch](https://helsana.ch).

### **Why should I carry out a Quick Check?**

Quick Check is intended to motivate users to take an active part in their own health and to pay regular attention to their well-being and stress levels. It uses questions to determine the overall personal situation of the individual. The feedback at the end provides important information and tips for targeted improvement of the individual's personal situation and indicates ways in which Helsana Supplementary Insurances Ltd and others may be able to help. Quick Check is in no way a substitute for personal consultation, examination or diagnosis by licensed medical professionals.

### **What devices can I use to fill out the Quick Check survey?**

You can fill out Quick Check on various devices, PC, tablet or smartphone.

## **Do I have to register to use Quick Check?**

No, you do not need to register to use Quick Check.

## **In which languages is Quick Check available?**

Quick Check is available in German, French, Italian and English.

## **Do I have to answer all the questions in Quick Check?**

No, you do not have to answer all the questions. However, in the feedback on your personal situation, you will only receive tips on the questions you answered. Therefore, every answer is important.

## **Can I collect Helsana+ Plus points for using Quick Check?**

Yes, as a holder of basic or supplementary insurance through the Helsana Group, you can collect up to 200 points every year.

## **How do I receive Helsana+ Plus points after I have completed Quick Check?**

If you have Helsana Group basic or supplementary insurance, you can collect Plus points through the [Helsana+](#) app. As proof, take a screenshot of the final screen. This is the screen that appears when you click on “Exit” at the end of the feedback on your personal situation.

## **How often should I carry out a Quick Check?**

We recommend that you complete Quick Check every three months, or whenever you make any personal changes. This way, you will always know how things are going in your current situation.

## **How long does it take to carry out a Quick Check?**

It takes just two minutes to complete the Quick Check. After that, take some time to go through the feedback on your personal situation.

## **How long does Quick Check remain open?**

Quick Check will remain open for editing for as long as it is open in your browser window. Provided you do not close the browser window, you can fill out Quick Check in several stages with intermittent breaks.

Important: if you close the browser window with Quick Check open, your answers will not be saved i.e., you will have to start from the beginning next time.

## **Can I exit Quick Check and continue it later?**

No, Quick Check will remain open for editing only if it is open in your browser window. There is no cancel function.

## **Feedback on your personal situation**

### **What should I do with the feedback on my personal situation?**

The feedback provides you with insight into your current personal situation. This can help you take an active part in your health. You are the only one who will receive these results. If you have any questions or require assistance, please refer to the support services listed right at the end. It is up to you to decide whether and with whom you would like to discuss your feedback.

### **Can I download the feedback on my personal situation from Quick Check again later?**

No. At the end of Quick Check, you must download the feedback on your personal situation and save it locally.

### **Is the feedback on my personal situation from Quick Check only visible to me?**

Yes, the feedback on your personal situation is only visible to you personally, after you have completed Quick Check.

### **Who should I ask if I have any other questions relating to Quick Check?**

If you have any questions on Quick Check, please contact [health.management@helsana.ch](mailto:health.management@helsana.ch)

## Data protection and Quick Check

### **Who operates the Quick Check platform?**

Helsana Supplementary Insurances Ltd is the owner of the software solution Quick Check. Quick Check is operated by Health & Medical Service AG.

### **Where are my answers from the questionnaire stored?**

Answers from the questionnaire are stored on a non-Helsana external server in Switzerland. The operation and technical development of Quick Check falls under the remit of Health & Medical Service AG. Helsana Supplementary Insurances Ltd does not have direct access to the server.

### **What happens to my data?**

Responses cannot be traced back to any individual.

Exception:

as a holder of Helsana supplementary insurance, you have the option of sharing the eight-digit code included with the feedback on your personal situation in the course of a requested Helsana health consultation. This will allow health consultants to view the feedback on your personal situation during your personal consultation. Your data is not sent to the insurance business of the Helsana Group.

The data may only be used in anonymised form for scientific purposes. This scientific use complies with the legal and substantive standards for research.

Requests for information, correction or deletion of your data can only be made as part of a requested health consultation. For this, please contact [health.management@helsana.ch](mailto:health.management@helsana.ch) directly.