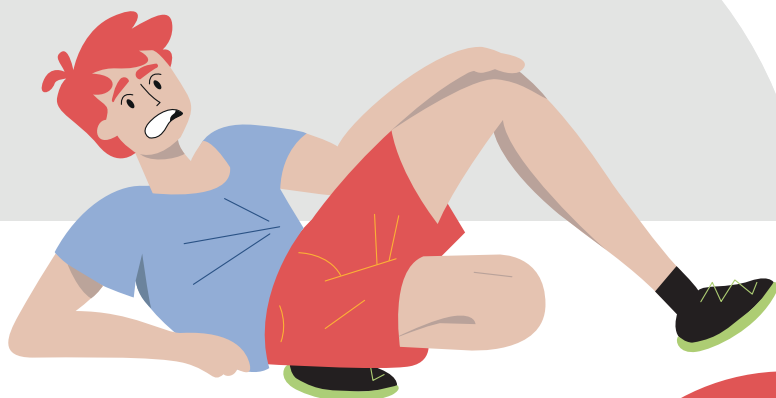




**Kantonales  
Gesundheitszentrum**  
Appenzell

**medgate\_**



**MEAS**

Telemedical  
emergency practice



**"The telemedical emergency practice MEAS complements existing emergency provision in the canton of Appenzell Innerrhoden. It ensures professional support in the event of medical emergencies at night, at weekends and on public holidays."**

# Medical help whatever the problem

**MEAS is the telemedical emergency practice for Appenzell Innerrhoden. It complements existing health services for the people of Appenzell by offering medical care in emergency situations at night, at weekends and on public holidays.**

The closure of the urgent care department in Appenzell in the summer of 2021 created a gap in emergency provision in the canton. The MEAS fills this gap. As a reliable point of contact, the telemedical emergency practice ensures that medical support from doctors is always available, even outside of general practitioners' opening hours. MEAS is staffed by qualified health professionals. A Medgate doctor is involved in each case by phone or video call.

MEAS is a joint project from Medgate and the Appenzell Cantonal Health Centre. Together with general practitioners throughout Appenzell, the emergency services and other partners, we offer an innovative and useful service for residents, guests and visitors in Appenzell Innerrhoden.

# MEAS services at a glance

The telemedical emergency practice MEAS is an essential element of health and emergency care provision in the canton of Appenzell Innerrhoden.

## What MEAS offers

MEAS is the reliable point of contact for all medical emergencies in the canton. The telemedical emergency practice is available to everyone, whether they live in Appenzell Innerrhoden or are visiting from Switzerland and abroad. It treats those aged 16 and above. Children and young people up to the age of 15 are triaged and directed to the appropriate unit.

## How MEAS treatment works

If you experience a medical emergency and go to MEAS, treatment can usually be accessed in three steps:

- 1 Qualified healthcare professionals on site carry out an initial assessment.
- 2 Next, a Medgate doctor is brought in by phone or video call. The doctor then performs a medical assessment and gives instructions on the next steps.
- 3 Healthcare professionals on site at MEAS carry out the doctor's instructions, always under the supervision of the doctor who remains on the call.

If the necessary care and treatment cannot be provided at MEAS, patients are triaged and referred or moved to the appropriate unit immediately.



# MEAS

Telemedical  
emergency practice

## How to find MEAS

The MEAS practice is located within the Appenzell Cantonal Health Centre, Sonnhalde 2, Appenzell.

The emergency practice is clearly signposted with the words 'MEAS Telemedizinische Notfallpraxis' in a striking red droplet shape. It is lit at night to ensure that the entrance is clearly visible at all times.

Right in front of MEAS there are two short-stay parking spaces that allow you to bring patients as close to the practice as possible. Parking spaces in the blue zone are available nearby for longer stays.

Emergency phone number: **+41 71 788 73 34**

## MEAS opening hours

MEAS is always open when general practitioners in the canton are usually closed.

- On **weeknights** from 5.00 p.m. to 7.30 a.m.
- At **weekends** from Friday, 5.00 p.m. through to Monday, 7.30 a.m.
- On **public holidays** from 5.00 p.m. on the evening before through to 7.30 a.m. of the following day

**In the event of a medical emergency, MEAS can be consulted directly without a prior appointment.**

**MEAS**  
**Telemedical emergency practice**  
Appenzell Cantonal Health Centre  
Sonnhalde 2, 9050 Appenzell

**In the event of a life-threatening situation, call 144 immediately!**

# 10 Questions & Answers

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**What is MEAS?**

MEAS is a telemedical emergency practice for the local residents of Appenzell Innerrhoden, as well as guests and visitors to the canton.

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**What does MEAS mean?**

MEAS stands for Medizinische Erstanlaufstelle – the German term for the first point of contact for medical care.

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**What is Medgate?**

Medgate is a leading Swiss telemedicine provider and operates MEAS in cooperation with the Appenzell Cantonal Health Centre.

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**What is telemedicine?**

Telemedicine refers to diagnostics and therapy regardless of the geographical or temporal distance between the doctor and the patient. In telemedicine, the doctor is not physically present on site, but still there in effect by phone or video call.

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**Is MEAS a substitute for general practitioners or the emergency services?**

Neither. MEAS is the perfect complement to the existing chain of emergency medical care, especially outside of general practitioners opening hours.

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**Who works on site at MEAS?**

MEAS is staffed by a highly qualified team of emergency responders and emergency care professionals.

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**What can a doctor do via telemedicine?**

A Medgate doctor is consulted for each patient treatment. The doctor will use the available information to make their own assessment of the medical problem. If necessary, the Medgate doctor can instruct MEAS staff to take blood and do lab tests, various examinations, ECGs, X-rays or other procedures. The Medgate doctors factor the lab results and X-ray findings into their analysis.

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**Can I go to  
MEAS at any time?**

The emergency practice is open only when general practitioners in Appenzell Innerrhoden are generally closed: on weeknights from 5 p.m. to 7.30 a.m., and at weekends and public holidays through to 7.30 a.m. on the following day. You do not need to call ahead.

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**For what emergencies  
can I contact  
MEAS?**

The telemedical emergency practice is the reliable point of contact for all medical emergencies. If MEAS is unable to provide the necessary service itself, the patient will be referred to the appropriate unit immediately.

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**How can I call MEAS?**

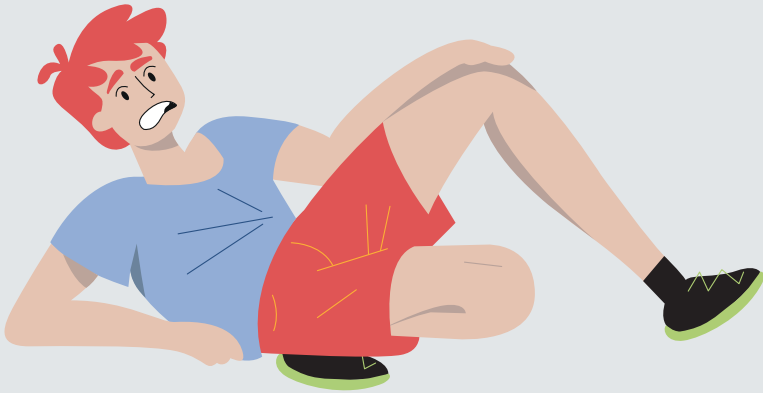
MEAS can be reached via the cantonal emergency number, +41 71 788 73 34, which is also staffed by Medgate. Save the number in your mobile phone right away so it is always on hand.

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**"Whether in the middle of the  
night or at the weekend, if you  
have a medical emergency or  
an urgent health question,  
we're here for you."**

***"I hurt my knee hiking in Alpstein. Where can I find first aid on a Sunday?" – Mike 32***

With MEAS at the Appenzell Cantonal Health Centre, Appenzell Innerrhoden has a reliable contact point in the evening, at weekends and public holidays. Stop by or call +41 71 788 73 34.

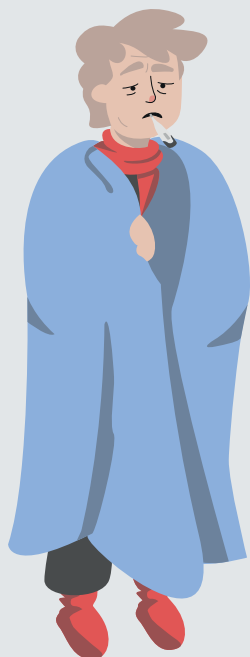


***"I have severe abdominal pain and urgently need help, but it is the weekend and I can't walk very well. Should I call 144?" – Ursula, 72***

144 is the right number for medical emergencies and in the event of an acute danger to life. In cases that are not life-threatening, MEAS medical professionals are available on site at the above times or on +41 71 788 73 34.







***"In the evening, I suddenly developed a temperature of over 40 degrees and felt really bad. My general practitioner is closed for the day. Where can I get help and advice quickly?" – Sven, 55***

On weekdays, MEAS is open from 5 p.m. and is your first point of contact in medical emergencies. At MEAS, patients are cared for by health professionals on site and a doctor is always available by phone or video call to make sure the right steps are taken.

***"I had a bike accident and I have a wound on my elbow that won't stop bleeding. Can I come to MEAS unannounced on Saturday or do I have to call before?" – Anita, 27***

At weekends MEAS is open around the clock at the Appenzell Cantonal Health Centre. Just drop by, no prior call is required.



# We're here for you!

## MEAS

### emergency telemedicine practice

Appenzell Cantonal Health Centre  
Sonnhalde 2  
9050 Appenzell

Emergency phone number  
+41 71 788 73 34

[gzai.ch/emergency](https://gzai.ch/emergency)

**Important:** In cases of doubt and in life-threatening situations, always call **144** immediately!

## MEAS opening hours

- On **weeknights** from 5.00 p.m. to 7.30 a.m.
- At **weekends** from Friday, 5.00 p.m. through to Monday, 7.30 a.m.
- On **public holidays** from 5.00 p.m. on the evening before through to 7.30 a.m. of the following day

**In the event of a medical emergency, MEAS can be consulted directly without a prior appointment.**

Emergency phone  
number

**+41 71 788 73 34**

Save the number in your  
phone now!

