

Dermatology Online – medical advice on skin conditions

Dermatology Online is the online **medical consultation service** (Teledermatology) provided by the Department of Dermatology at Bern University Hospital (Inselspital). It offers direct contact with board-certified dermatologists and offers an easy access to dermatology services and subspecialties.

Dermatology Online allows you to obtain first or second opinions on **skin diseases/problems or on sexually transmitted diseases**.

Examples: Inflamed moles, growing moles, painful or itchy skin rash, eczema, melanoma, skin tumours (cancer)

Please contact your insurance company in advance if you wish to be reimbursed for the costs.

How to obtain medical advice on skin disorders

1. Register using your e-mail address via the following link: <https://app.evita.ch/en>
2. You will receive an e-mail containing a confirmation link which will take you to a page requesting your personal details.
3. Once you have registered, you will be taken directly to the “Dermatological Consultation” Service. You can also access the Service immediately after logging into your personal homepage or under Services > Inselspital > Department of Dermatology > Dermatological consultation.
4. Next, please fill in all the mandatory fields and upload a photo of your skin problem. In order to guarantee an accurate diagnosis, your symptoms should be precisely described. Images should be of high quality ([Instructions on how to take a suitable photo](#)).
5. Once you have accepted the [General Terms and Conditions \(GTC\)](#), you can send your enquiry, and the payment screen will be displayed. The following payment methods/credit cards are accepted:
 - PostFinance e-finance
 - PostFinance Card
 - Mastercard
 - VISA
 - TWINT
6. You will receive your results via e-mail which provides a link to the “Diagnoses and Treatment” section within 24 hours (1 working day).
7. Reimbursement: contact your health insurance company in advance.
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Benefits at a glance

- Direct access to a dermatologist
- Ask your questions at any time and from any location
- Upload of images of particular skin problems or conditions is possible
- Full discretion and maximum data security obtainable using encryption
- Response by e-mail within 24 hours (1 working day)
- Online access for requests and information
- Service in several languages: DE, FR, IT, EN
- Dermatological consultation for CHF 75

Please note: Dermatology Online is **not suitable for emergencies!**

In case of an emergency, please call +41 31 632 24 02 (24 hours /365 days a year) and ask for the dermatologist on call.

Send an enquiry now!



Register at <https://app.evita.ch/en> or download the Evita app for Android or iOS devices.

What is Evita?

Evita is your personal health file.

With your Evita health file,

- You can access your health data at anytime from anywhere in the world, even on mobile devices
- X-rays, vaccination records, diagnoses and other documents are securely stored in Switzerland
- You profit from attractive extra services such as automatic recording of vital sign data, secure storage of patient decrees [?] or other health-related services.

Evita is a service provided by Swisscom. [FAQs about Evita.](#)

Evita support

<https://app.evita.ch/en>

Hotline: +41 (0)900 822 522 (CHF 1.90/min.)

Who we are (see DE website with contacts)

Your enquiry will be answered by a team of doctors headed by Prof. Luca Borradori within 24 hours (=1 working day).

- <http://www.dermatologie.insel.ch/de/unser-angebot/dermatologie-online/dermatologische-beratung/>

More information about Tele dermatology

As a medical speciality, dermatology (skin and sexually transmitted diseases) is particularly well-suited to multimedia consultation concepts: the skin is an easily accessible organ and visual aspects are central for diagnostics of skin diseases (dermatoses). Moreover, the diagnostic accuracy and reliability of Tele dermatology has been extensively researched and has been found to be equal to a face-to-face consultation (British Journal of Dermatology 2011: 165, 1058-1065).

Real-life cases

Angry red insect bite

The mother of a 2-year-old contacts the Dermatology Online Team to enquire whether a peculiar insect bite could be dangerous.

The family is on holiday in a southern country. Having detected redness on her son's abdomen, she sends an enquiry to confirm the benign nature of the findings. She asks whether this could be a tick bite and if her son should be seen by a doctor. The dermatologist reassures her that the redness will disappear within the next few days. The boy has a common insect bite since there are no ticks in the region. – The family holiday was saved!

Birthmark changes

A thirty-year-old patient enquires about changes, which developed in a birthmark on her abdominal area.

She mentions that she has already had several birthmarks removed in the past. This time, she is concerned about a changing birthmark on her abdomen which has recently become slightly darker and has grown in size. She calls the Dermatology Online Team for reassurance. The experienced dermatologist advises her to go for a dermatoscopic examination. Thanks to this simple diagnostic procedure, doctors can detect skin cancer at an early stage. In addition, the dermatologist recommends an annual full-body skin check.

Acne treatment

A twenty-year-old patient enquires about options for acne treatment.

Despite previous treatments, her acne has worsened again in the last three months, initially only a little bit, but now more aggressively. For the last month, the patient has been using a wound healing product, unfortunately without any improvement. Therefore, she enquires at Dermatology Online to recommend her further treatment options. The experienced dermatologist explains that the wound healing product contains too much oily substance. He also suggests cleaning the skin twice a day with certain cleansing products. If this treatment fails to improve the skin condition, the patient was advised make an appointment with a dermatologist.

Itchy skin alteration on the back

A fifty-year-old patient complains about an itchy skin lesion on his back.

The patient noticed the alteration on his back several weeks ago. When he dries his back with a towel, the spot starts itching. The dermatologist at Dermatology Online diagnoses a seborrhoeic keratosis (wartlike growth) and recommends dermatological treatment on site.

Dry and chapped skin

A thirty-year-old patient enquires what he can do to heal the dry and chapped skin on his hands.

The patient has been suffering from the condition for several years. Last year, the situation reached an intolerable state when his hands developed numerous open cracks. A visit to the pharmacy resulted in the purchase of a hand cream, a special ointment, which brought a temporary relieve to his condition. However, as soon as he stopped applying the ointment, the symptoms relapsed. While the patient assumes that he suffers from an allergy, the dermatologist diagnoses chronic hand eczema. He recommends continuing treatment with the ointment two to three times a week and seeing a dermatologist for a thorough diagnosis and optimum treatment.