

How to Book Your Appointment Online (Step-by-Step)

1

1. Select Your Service Category: Start by clicking on the service you need.

- **Physiotherapie:** Standard physiotherapy services.
- **Andere:** Other services or alternative treatments.

The screenshot shows the first step of the booking process. At the top, there is a progress bar with three steps: 1. Leistung auswählen (highlighted), 2. Termine auswählen, and 3. Termine bestätigen. Below the progress bar, the text 'PhysioWelt AG - Zürcherstrasse 70, 8952 Schlieren' is displayed. Under the heading 'Leistung auswählen', there is a subtext 'Klicken Sie auf die zu buchende Leistung.' Below this, there are two dropdown menus. The first dropdown is labeled 'Physiotherapie' and has 'Standard physiotherapy services' selected. The second dropdown is labeled 'Andere' and has 'Other services or alternative treatments' selected. At the bottom right, there are two buttons: 'Next' and 'Weiter'.

2

2. Choose Your Insurance Type (Important!): You must choose the option that matches your doctor's prescription for billing purposes:

- **Physiotherapie oder MTT "Krankheit":** Select this if your treatment is for a medical condition, illness, or post-surgery.
- **Physiotherapie oder MTT "Unfall":** Select this only if your treatment is the result of an accident.

Note: MTT stands for Medical Training Therapy (active rehabilitation).

The screenshot shows the second step of the booking process. It features a dropdown menu with 'Physiotherapie' selected. Below it, the 'Andere' option is expanded, showing two sub-options: 'Physiotherapie oder MTT "Unfall"' and 'Physiotherapie oder MTT "Krankheit"'. The 'Physiotherapie oder MTT "Unfall"' option is highlighted in red. Below this, there is a text input field with the placeholder 'Bitte Verordnung und Ihre Unfallnummer eintragen.' and a subtext 'Please add your medical prescription and your accident number'. At the bottom left, there is a clock icon and the text 'Dauer: ~ 30 Min.'. At the bottom right, there is a red button labeled 'Weiter'.

This is another screenshot of the second step of the booking process, showing the same form as the previous one. It features a dropdown menu with 'Physiotherapie' selected. Below it, the 'Andere' option is expanded, showing two sub-options: 'Physiotherapie oder MTT "Unfall"' and 'Physiotherapie oder MTT "Krankheit"'. The 'Physiotherapie oder MTT "Unfall"' option is highlighted in red. Below this, there is a text input field with the placeholder 'Bitte Verordnung und Ihre Unfallnummer eintragen.' and a subtext 'Please add your medical prescription and your accident number'. At the bottom left, there is a clock icon and the text 'Dauer: ~ 30 Min.'. At the bottom right, there is a red button labeled 'Weiter'.

3

3. Select Your Therapist & Time

- Choose your preferred therapist (or select "First available").
- Select your start date and time.
- Note: You can select multiple appointments at once (up to 9, corresponding to a standard prescription series).
- Click **Weiter** (Next).

4

Review Your Booking Summary: Check the details on the summary page:

- **Date, day, time:** Verify the appointment slot.
- **Therapy/Service:** Ensure "Krankheit" (Illness) or "Unfall" (Accident) is correct.
- **Address:** You can see the exact location of PhysioWelt.

5

Enter Your Personal Details: Fill in the required fields marked with an asterisk (*).

- **Vorname / Nachname:** First Name / Last Name.
- **Geburtsdatum:** Date of Birth (Day/Month/Year).
- **Email-Adresse:** Your email.
- **Handy-Nummer:** Mobile number (Crucial for verification code).
- **Verordnung hochladen:** Click the upload icon to attach a photo or PDF of your Doctor's Prescription.

Termine bestätigen

Bitte geben Sie Ihre Personalien ein und bestätigen Sie den Termin. Alle Felder mit Stern (*) sind obligatorisch. Geben Sie anschliessend den per SMS erhaltenen Code ein, um die Buchung abzuschliessen.

Vorname* First Name Vorname	Nachname* Last Name Nachname
Geburtsdatum* Date of Birth (Day/Month/Year) Tag Monat Jahr	Verordnung hochladen Upload Your Medical Prescription 
Email-Adresse* Email Address Email-Adresse	Handy-Nummer (für SMS-Verifizierung)* Mobile Phone Number (for verification code)  +41 Handy-Nummer

6

Enter Insurance & Address Details

- **Strasse / PLZ / Ort:** Street / Postal Code / City.
- **Geschlecht:** Gender (use "-" if you prefer not to specify your gender or do not identify as female or male; Weiblich = Female, Männlich = Male).
- **AHV-Nr:** Your 13-digit Social Security Number (OASI).
- **Karten-Nr:** Your Health Insurance Card Number.
- **Mitteilung:** Optional message for the therapist.
- Click **Termin buchen** (Book Appointment).

Strasse Street

 Strasse

PLZ Postal Code

 PLZ

Ort City

 Ort

Geschlecht Gender (Weiblich = Female, Männlich = Male)
☐ - ☐ Weiblich ☐ Männlich

AHV-Nr. Social Security Number (OASI)

 XXX.XXXX.XXXX.XX

Karten-Nr. (80756...) Health Insurance Card Number

 XXXXX.XXXXX.XXXXX.XXXXX

Mitteilung Message

 Mitteilung

Ort

 Ort

Geschlecht
☐ - ☐ Weiblich ☐ Männlich

AHV-Nr.

 XXX.XXXX.XXXX.XX

Karten-Nr. (80756...)

 XXXXX.XXXXX.XXXXX.XXXXX

Mitteilung

 Mitteilung

Zurück Back Book Appointment Termin buchen

Termine bestätigen

Bitte geben Sie Ihre Personalien ein und bestätigen Sie den Termin. Alle Felder mit Stern (*) sind obligatorisch. Geben Sie anschliessend den per SMS erhaltenen Code ein, um die Buchung abzuschliessen.

Vorname* Vorname	Nachname* Nachname
Geburtsdatum* 01 01 2000	Verordnung hochladen 
Email-Adresse* Email-Adresse	Handy-Nummer (für SMS-Verifizierung)*  +41
Strasse Strasse	PLZ PLZ

7

SMS Verification: You will receive a code via SMS on your mobile phone.

- Enter the code in the **SMS-Code** field.
- Click **Termin bestätigen** (Confirm Appointment).

The screenshot shows a web form for booking an appointment. A modal window titled "SMS-Verifizierung" (SMS Verification) is open, asking the user to enter the code received via SMS. The background form includes fields for "Ort" (Location), "Geschlecht" (Gender) with radio buttons for "Weiblich" (Female) and "Männlich" (Male), "AHV-Nr." (AHV Number), "Karten-Nr. (80756...)" (Card Number), and "Mitteilung" (Message). At the bottom of the background form are buttons for "Zurück" (Back), "Confirm Appointments", "Termin bestätigen" (Confirm Appointment), and "Termin buchen" (Book Appointment).

8

Booking Confirmation Success! You will see a confirmation screen with your booking number. You will also receive a confirmation via email.

The screenshot shows the "Booking Confirmation Success!" screen. It displays the therapist/practice information: "PhysioWelt AG - Zürcherstrasse 70, 8952 Schlieren" and "Rutger van Hulsen". The service selected is "Physiotherapie oder MTT 'Krankheit'" for "Fr, 16.01.2026, 14:30 - 15:00" (~ 30 Min.). Below this, the booking details are shown: "Buchung für:" (Booking for:) followed by fields for "Name, Date of Birth", "Email Address", and "Phone Number". A progress bar at the bottom indicates the steps: "Leistung auswählen" (Service selected), "Termine auswählen" (Dates selected), and "Termine bestätigen" (Dates confirmed). The confirmation message states: "Ihre Buchung vom 15.01.2026 wurde bestätigt!" (Your booking from 15.01.2026 has been confirmed!) and "Your Booking Has Been Confirmed". The booking number is "DJSBICCBUB". A "Neue Buchung" (New Booking) button is visible. The therapist/practice information is repeated at the bottom.