

## Getting Started with the 321 Online Reception – Your Digital Connection to Us

Welcome to our online reception! Here, you can easily get in touch with us – 24/7, at your own pace and without waiting time. To help you find your way quickly, we've briefly explained the most important features:

### Book an Appointment

Would you like to book an appointment with us at ZPIMS?

Simply click on „Termin vereinbaren“ – and you'll be just a few steps away from securing your spot.

### Cancel / Reschedule an Appointment

Something came up? No problem!

Use the „Termin absagen / ändern“ option to easily adjust your appointment. Please let us know at least 48 hours in advance, so we can offer the time slot to someone else. Thank you!

### Request a Prescription

Need a follow-up prescription?

Select „Rezept anfordern“ and enter the medication name and dosage. We'll take care of it promptly.

### Submit a General Inquiry

Have a question, need a certificate, or want to share something with us?

Use the „Sonstige Anliegen“ option for anything else that's important.

Feel free to describe your request as clearly as possible – it helps us respond quickly and precisely.

### Send Us Documents

Want to send us test results, referrals, or other medical documents?

Simply use the „Datei hochladen“ function.

Please make sure your documents are easy to read – that way, nothing gets lost on our end.

All your data is, of course, transmitted securely and treated with strict confidentiality.

If you have any questions, don't hesitate – we're here for you.

Your ZPIMS Practice Team