

Question: Who is Dr. Riddley Auguste?

Answer: Dr. Auguste is a General Practitioner who speaks French, English, Italian, and German. His status on accepting new patients is yet to be confirmed.

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Question: Who is Dr. Cyrus Terrani?

Answer: Dr. Terrani is a General Practitioner who speaks French, English, Farsi, and Spanish. He works Monday to Friday from 09:00 to 18:00 and is currently accepting new patients.

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Question: Who is Mrs. Silvia Sobral?

Answer: Mrs. Sobral is the Cabinet Secretary. She manages emails, general inquiries, and phone calls regarding appointments and other administrative or health-related questions. She speaks French, English, Spanish, and Portuguese.

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Question: Who is Mrs. Dora Mendes?

Answer: Mrs. Mendes is a Secretary and injector for PragmaFer. She handles emails and all PragmaFer-related requests.

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Question: What is the duration of the first consultation?

Answer: The first consultation with a doctor lasts 30 minutes.

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Question: How long does a follow-up consultation take?

Answer: A follow-up consultation with a doctor lasts 20 minutes.

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Question: How long does a phone consultation last?

Answer: A phone consultation lasts up to 20 minutes.

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Question: How long does an urgent walk-in appointment take?

Answer: An urgent walk-in appointment lasts 20 minutes.

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Question: When can blood work be done, and how long does it take?

Answer: Blood work is performed Monday through Thursday from 08:00 to 10:00 and takes 10 minutes. The results are explained by the doctor.

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Question: What is the procedure for iron perfusions (PragmaFer)?

Answer: Iron perfusions take 60 minutes in total: 15 minutes for preparation, 15 minutes for the perfusion, and 30 minutes for observation.

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Question: How long do injectable treatments (IV/IM) take?

Answer: Other injectable treatments take between 10 and 20 minutes, depending on the method.

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Question: Where is the Cabinet Auguste–Terrani located?

Answer: The Cabinet is located at Av. Gabriel-De-Rumine 20, 1005 Lausanne.

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Question: How can I contact Cabinet Auguste–Terrani?

Answer: You can reach the Cabinet by phone at +41 21 320 5858 or by email at cab.auguste_terrani@lemedecin.ch.

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Question: How can I contact PragmaFer?

Answer: PragmaFer is located at the same address as the Cabinet. You can reach PragmaFer by phone at +41 21 320 5857 or by email at pragmafer@protonmail.com.

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Question: When is the ClinicBot available to answer questions?

Answer: The ClinicBot is available to answer questions 24/7.

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Question: What are PragmaFer's opening hours?

Answer: PragmaFer is open from 08:00 to 18:00.

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Question: When are phone calls and emails answered?

Answer: Phone calls and emails are answered during office hours.

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Question: When are Cabinet phone calls answered?

Answer: Cabinet phone calls are answered daily between 10:00 and 13:00.

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Question: When are PragmaFer phone calls answered?

Answer: PragmaFer phone calls are answered from 08:00 to 17:00.

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Question: Who handles Cabinet emails?

Answer: Cabinet emails are handled by Mrs. Silvia Sobral.

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Question: Who handles PragmaFer emails?

Answer: PragmaFer emails are handled by Mrs. Dora Mendes.

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Question: Who can be accepted as patients at PragmaFer?

Answer: PragmaFer accepts new patients, patients already registered in the Cabinet, and patients referred by private doctors. Individual patients may also contact PragmaFer directly.

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Question: Does PragmaFer organize blood tests and treatments?

Answer: Yes. PragmaFer organizes the necessary blood tests and treatments for patients.

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Question: Do you accept new patients?

Answer: Dr. Terrani: Yes. Dr. Auguste: To be confirmed. PragmaFer: Yes.

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Question: Do you provide annual check-ups?

Answer: Yes. Annual check-ups are available. If you have complementary insurance, it may cover blood work and the next consultation, depending on your policy.

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Question: Do you provide injections other than iron?

Answer: Yes. Multi-vitamins and rejuvenating products that are recognized and authorized in Switzerland are available.

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Question: Are animals admitted into the clinic?

Answer: No. Animals are not permitted.

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Question: Can I bring my child to the clinic?

Answer: Yes, children may come to the clinic, provided they remain under supervision.

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Question: What documents must I bring to my appointment?

Answer: Registered patients do not need to bring documents unless insurance details have changed. New patients must bring an insurance card, ID, and refugee documentation if applicable.

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Question: Which languages are spoken in the clinic?

Answer: The staff speaks French, English, Italian, German, Spanish, Portuguese, Farsi, and Dari.

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Question: How can I cancel or reschedule my appointment?

Answer:

- If booked via “Doredoc,” use the app to change or cancel.
- If booked by phone, call again. Email is possible but less efficient due to high volume.

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Question: Can I request a medical certificate or insurance letter?

Answer: Yes. Certificates or letters can be issued if the issue is already known or for renewals. Otherwise, a new consultation is required.

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Question: Do you offer walk-in appointments?

Answer: Yes, subject to clinic load and doctors’ schedules.

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Question: Do I need to fast before blood work?

Answer: Yes, unless instructed otherwise by staff or doctors.

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Question: Is the iron infusion covered by insurance?

Answer: Yes, in most cases. Exceptions may depend on your insurance policy. PragmaFer helps ensure reimbursement when possible.

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Question: What are the possible side effects of iron perfusions or injectable treatments?

Answer: Most side effects are mild and temporary, such as slight pain, swelling, bruising,

headache, nausea, dizziness, or metallic taste. Rarely, mild fever or flushing may occur. Serious reactions are very rare, and the clinic is fully equipped to manage them safely.

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Question: Do you provide NAD therapy or Glutathione infusions?

Answer: No. These treatments are not authorized by Swiss health authorities. Only vitamin injections are offered.

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Question: Can I combine multiple treatments in one visit?

Answer: Yes, subject to evaluation and approval by the doctors.

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Question: How will I receive my lab results?

Answer: Lab results are usually explained during an appointment unless other arrangements (such as a phone consultation) are made. A copy of your lab results is always sent to you. Results from external exams (e.g., MRIs, specialist consultations) are only provided upon request.

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Question: Will the doctor call me with my results?

Answer: A follow-up appointment is generally required unless the doctors arrange a phone consultation.

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Question: How much does a consultation cost without insurance?

Answer: Consultations typically cost between CHF 85 and over CHF 120, depending on duration and procedures.

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Question: Can my medical file be sent to another doctor?

Answer: Yes, but only with your signed authorization.

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Question: Do I need a referral for PragmaFer treatments?

Answer: Usually yes, including lab results such as blood count and ferritin rate. However, PragmaFer can also treat patients without referral by organizing the necessary blood tests.

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Question: Can I bring a companion?

Answer: Yes.

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Question: Is the clinic accessible for people with disabilities?

Answer: Yes. If informed in advance, the clinic arranges a safe path to the injection site.

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Question: Is parking available near the clinic?

Answer: Yes. A public (paid) parking facility is located opposite the clinic.

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Question: May I bring a baby or stroller into the consultation room?

Answer: Yes, but be aware that injections may last up to one hour.

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Question: How long must I wait for an appointment?

Answer: Usually less than one week, but during busy periods it may take up to two weeks.

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Question: How early should I arrive before my appointment?

Answer: Arriving 5–10 minutes before your appointment is sufficient.

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Question: Are delays expected during walk-in hours?

Answer: Yes. Delays are typically reasonable, but during peak times (mid-morning or mid-afternoon) waiting times may reach up to one hour.

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Staff

Question: Which doctors currently work at the Cabinet?

Answer: Dr. Riddley Auguste and Dr. Cyrus Terrani are the practicing General Practitioners.

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Question: Which secretaries manage the Cabinet and PragmaFer?

Answer: Mrs. Silvia Sobral manages Cabinet communications, while Mrs. Dora Mendes manages PragmaFer communications and assists with injections.

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Question: Which staff members speak English?

Answer: Dr. Auguste, Dr. Terrani, Mrs. Sobral, and Mrs. Mendes all speak English, among other languages.

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Treatment Protocols

Question: What treatments are available at the clinic?

Answer: Available treatments include consultations (in-person and phone), urgent walk-ins, blood work, iron perfusions (PragmaFer), and injectable treatments (IV/IM).

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Question: How long does an iron perfusion at PragmaFer take?

Answer: The total duration is 60 minutes: 15 minutes for preparation, 15 minutes for perfusion, and 30 minutes for observation.

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Question: Who explains blood work results?

Answer: Blood work results are explained directly by the doctor.

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Location & Contact Information

Question: What is the address of the Cabinet Auguste–Terrani?

Answer: Av. Gabriel-De-Rumine 20, 1005 Lausanne.

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Question: What is the Cabinet's phone number and email?

Answer: The Cabinet can be reached at +41 21 320 5858 and via email at cab.auguste_terrani@lemedecin.ch.

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Question: What is the contact information for PragmaFer?

Answer: Phone: +41 21 320 5857. Email: pragmafer@protonmail.com. Address: same as Cabinet.

break

Communication & Office Hours

Question: When is the ClinicBot available to respond?

Answer: The ClinicBot responds to inquiries 24/7.

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Question: What are PragmaFer's operating hours?

Answer: PragmaFer is open from 08:00 to 18:00.

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Question: When are Cabinet phone calls answered?

Answer: From 10:00 to 13:00 daily.

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Question: When are PragmaFer phone calls answered?

Answer: From 08:00 to 17:00.

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Question: Who answers Cabinet emails?

Answer: Cabinet emails are managed by Mrs. Silvia Sobral.

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Question: Who answers PragmaFer emails?

Answer: PragmaFer emails are managed by Mrs. Dora Mendes.

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Eligibility & Patient Intake Rules

Question: Who can register as a patient at PragmaFer?

Answer: New patients, Cabinet patients, and patients referred by private doctors are all accepted.

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Question: Can individual patients contact PragmaFer directly?

Answer: Yes, individuals may contact PragmaFer directly without referral.

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Question: Does PragmaFer handle tests for new patients?

Answer: Yes, PragmaFer organizes the required blood tests and treatments.