



Best Doctors®

SECOND OPINIONS FROM THE WORLD'S BEST DOCTORS

YOUR **MEMBER PACK**



PUTTING YOUR
HEALTH IN THE
BEST HANDS



GeorgeBurrows



**BEST DOCTORS CREATES
A UNIQUE HEALTH CARE
EXPERIENCE BY
PROVIDING ACCESS
TO THE WORLD'S
BEST MEDICAL
EXPERTS**

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WE'RE MEMBERS
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EXPERT MEDICAL OPINION. PEACE OF MIND.

When you have an important decision to make about your health, or the health of your family, you have many questions:

- Is my diagnosis right?
- Is my medication right for my condition?
- Is surgery my best option?
- What is the best treatment?

Or you may be undergoing treatment, but your condition is not improving.

Your Best Doctors' membership can help you. We provide access to the best minds in medicine to help you get the right answers about your medical condition, diagnosis, and treatment — so you have the support you need to make informed medical decisions.

It's our belief that anyone, anywhere should have access to the best medical opinions.

INTERCONSULTATION™

The expert second medical opinion service.

Best Doctors will identify a world-leading specialist who will undertake an in-depth review of your original medical documentation, ensuring your diagnosis is accurate and helping you understand the most appropriate treatment options available to you.

Your Case Manager will discuss the findings of this review in detail with you and deliver the result in a report direct to your home.

You can also access these additional support services:

FINDBESTDOC™

Referral Service.

Best Doctors will carry out a customised search across a continuously updated database of over 50,000 world-leading specialists to identify up to three expert consultants in a location suitable to you, who could provide you with appropriate treatment.

Your Case Manager will work with doctors affiliated with top teaching institutions to help explain your options and choose the best specialists for your condition. Every recommendation is based solely on quality and expertise.

FINDBESTCARE®

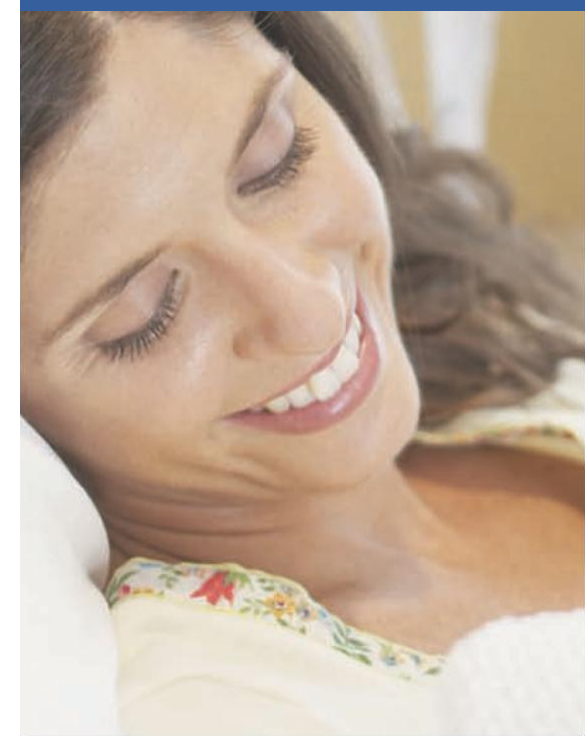
Navigation Service.

Should you choose to receive treatment outside the United Kingdom or Republic of Ireland at your own expense, Best Doctors will provide assistance with coordinating your appointments, hospital admittance, accommodation and travel.

This can help to reduce the stress of receiving care away from home. Best Doctors will also continually monitor your case to oversee the medical care you receive.



BEST DOCTORS SERVICES





MEMBER CARE CENTRE 0800 085 6605

Best Doctors provides an independent and confidential service for you and your eligible family*.

CONNECT

1. Call the 24/7 Member Care Centre - 0800 085 6605.
2. Best Doctors appoints a dedicated Case Manager and identifies the most appropriate consultant to review your case.

Your Case Manager will arrange for all relevant medical documentation to be collected (such as your original imaging studies, biopsies, blood tests, case notes etc).

INVESTIGATE

3. The expert consultant reviews your case and prepares a detailed report answering all your questions, based on their comprehensive analysis of your medical documentation.

ANSWER

4. Your Case Manager will send you the report and discuss the contents in detail with you.

You are free to share this report with your treating doctor/s so together you can make the most appropriate decisions about your treatment.

FROM MIGRAINES TO HEART CONDITIONS

Here are just some of the conditions members rely on Best Doctors expertise:

Musculoskeletal conditions such as chronic/persistent back pain, prolapsed disc, arthritis, scoliosis, ligament conditions or spinal cord and column diseases.

Skin diseases such as psoriasis, allergies, chronic urticaria (hives), atopic dermatitis, vitiligo.

Cancer such as benign or malignant neoplasm or tumours, leukaemia, Hodgkin's disease.

Blood diseases such as haemorrhagic conditions, refractory anaemia, myeloma.

Circulatory system conditions such as secondary hypertension, angina, myocardial infarction or stroke.

Digestive disorders such as gastric disorders, Crohn's disease or liver disorders.

Diseases of the ear such as hearing loss, otosclerosis, vertigo.

Diseases of the eye such as cataract, retinal disorders or glaucoma, macular degeneration.

Diseases of the nervous system such as Alzheimer's and Parkinson's diseases, meningitis, epilepsy, severe migraines, multiple sclerosis, and sleep disorders.

Gynaecological conditions such as endometriosis, dysmenorrhoeal, ovarian cysts.

Immunological diseases such as HIV/AIDS, sarcoidosis or food allergies.

Metabolic and Endocrine system conditions such as diabetes, thyroid diseases, or growth diseases.

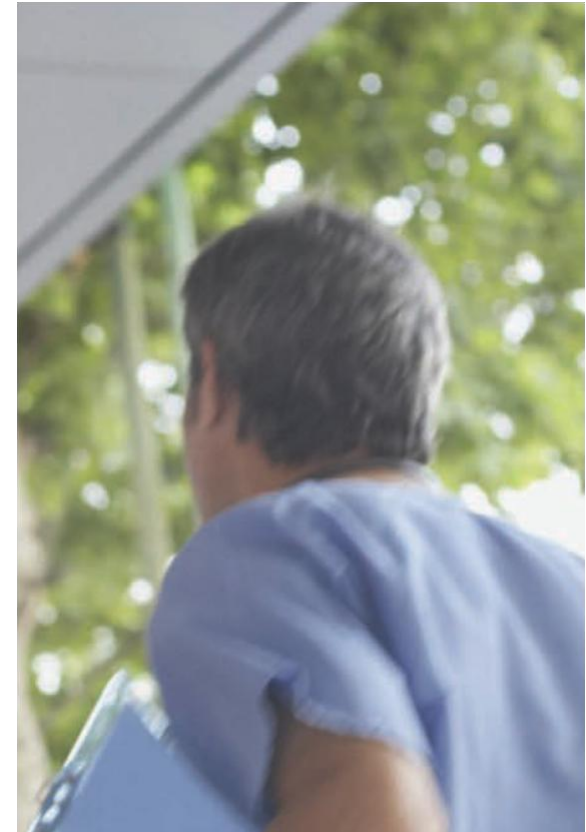
Respiratory system conditions, such as asthma, chronic laryngitis, sinuses or sleep apnoea.

Urological conditions such as chronic/ acute renal failure, cystitis, incontinency or prostate diseases.

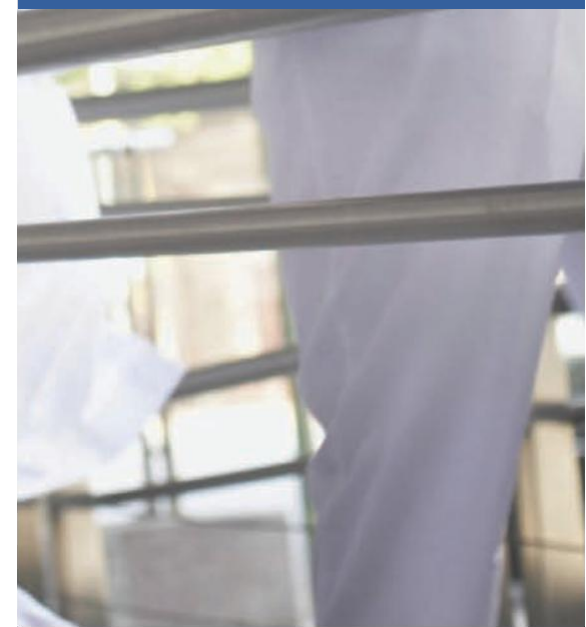
Whilst Best Doctors can assist in certain behavioural problems (such as autism or developmental problems with children), Best Doctors services are not available in respect of mental health related conditions. Please note that Best Doctors does not cover the cost of treatment, additional testing or face-to-face consultations.

HOW IT WORKS

* Subscribing member, their spouse/partner and any legal dependant, under the age of 21 (or 25 if in full time education) residing in the same household.



HOW BEST DOCTORS CAN HELP YOU





What does Best Doctors do?

Best Doctors provides independent and objective medical information, advice and recommendations from leading medical experts, helping to ensure your diagnosis is accurate and that you are aware of the most appropriate treatment options available. The information is completely confidential and is provided directly to you.

How does the process work?

Best Doctors is an easy-to-use, confidential service that begins with a phone call to Best Doctors at 0800 085 6605. The service is convenient because you can do everything over the phone instead of having to make a trip to your doctor's surgery.

How do we determine who are the "best doctors"?

Doctors are best qualified to evaluate the experience and skill sets of other doctors. That's why Best Doctors surveys doctors around the world to establish: "If you or a loved one needed a doctor in your specialty, who would you refer to?"

To get opinions that carry weight and professional credibility we start at the top, by asking the department heads at major teaching hospitals to rate specialists outside their own facilities. Doctors don't pay to be included in the database and we don't pay them to take part in the survey. The judgement of their peers is what matters.

The responses form the basis of the Best Doctors global database, which is consistently recognised by doctors and patients for its quality, integrity and independence.

Are there any additional costs associated with the service either for the company or for me when accessing Best Doctors services?

There are no additional costs. Best Doctors funds the cost of the service as well as arranging for the collection, return and assessment of all relevant medical documentation.

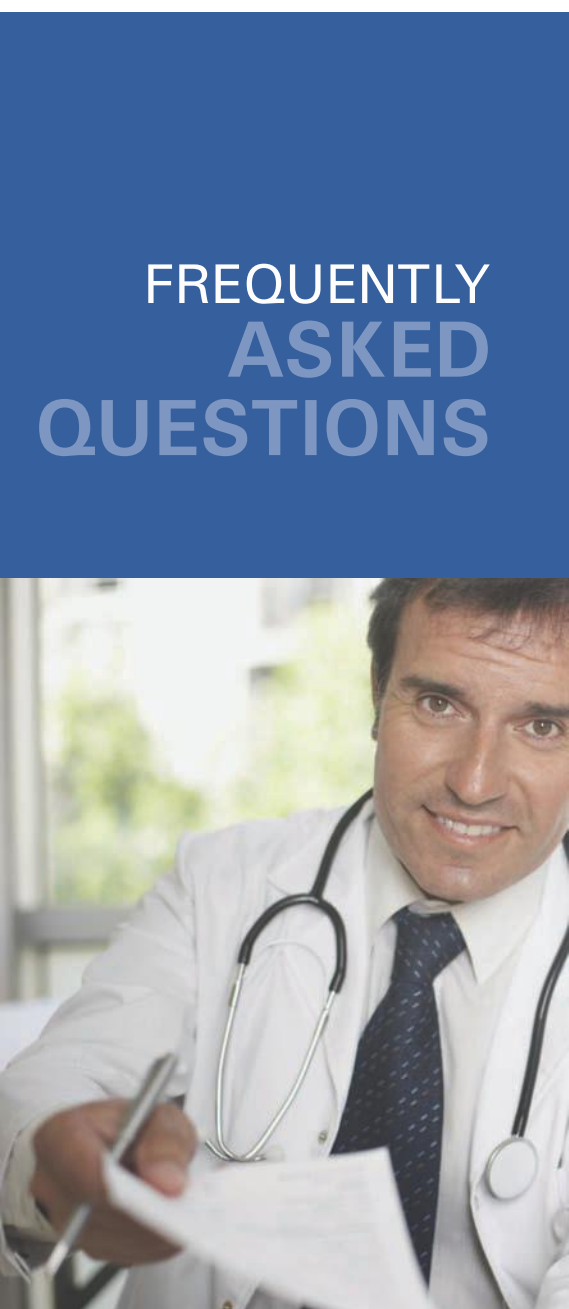
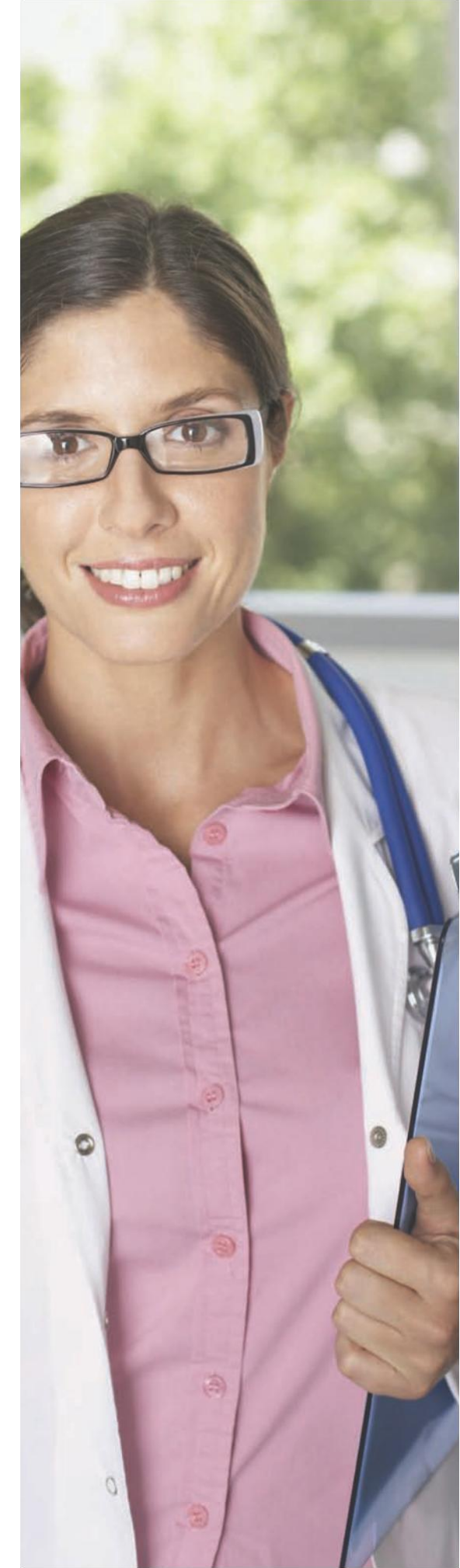
Who funds the cost of any treatment or additional tests recommended by Best Doctors?

Once you have decided on the most appropriate course of treatment in consultation with Best Doctors and your treating doctors, costs would be funded in the normal way, either by the NHS, your medical insurer (where applicable) or by yourself.

The clinical judgement of the experts who review our members' cases is based on established protocols and internationally approved diagnostic or therapeutic guidelines. So whilst members understand that their insurer or employer may not be directly responsible for the costs of any additional testing or treatment recommended by Best Doctors, it would be unusual for information from Best Doctors to relate to testing or treatment that could not be provided under the NHS (or medical insurer if applicable).

What would happen if Best Doctors recommended a treatment different to that already proposed by my treating specialist?

Best Doctors supports, not replaces, the treating doctor/s. You are encouraged to share the findings of your expert medical review with your own GP and/or treating consultant/s and together, decide the best course of action. If necessary, Best Doctors can arrange further independent opinions from other experts in our database, the cost of which would be borne by Best Doctors.



FREQUENTLY
ASKED
QUESTIONS



**BEST
DOCTORS
IN REAL LIFE**

INNAPROPIATE SURGERY AVOIDED **THANKS TO BEST DOCTORS**

BACKGROUND

Simon had suffered from constant back pain for over two years and whilst various treatments alleviated some of the pain, none were completely successful. This led to numerous absences from work.

When his treating doctors advised insertion of a spinal cord stimulator as a last resort, Simon contacted Best Doctors to get a definitive opinion.

OUTCOME

The expert considered the cause of Simon's current symptoms to be mechanical pain due to spine misalignment. He recommended a comprehensive active spine exercise therapy programme.

Whilst Simon was concerned exercise would cause more pain, the expert suggested anti-inflammatory drugs and muscle relaxants, but also explained that discomfort was part of the healing process and not something that should stop the therapy.

Thanks to Best Doctors, inappropriate surgery was avoided and Simon is now receiving intensive physiotherapy and is grateful to Best Doctors.

This is a real Best Doctors' case. In order to respect and maintain the patient's privacy, personal details have been modified. Photographs are used for illustrative purposes only. It is prohibited to copy, use or publish the content or parts of the content of this case story without the express permission of Best Doctors.

NEW IDEAS, NEW TREATMENTS, EXPERT SUPPORT - THANKS TO **BEST DOCTORS**

BACKGROUND

Tim had been diagnosed with relapsing remitting Multiple Sclerosis which resulted in episodes of serious illness and disability, interspersed with periods of almost normal health. He was concerned that no specific treatments had been recommended and was worried about what the future held for him, so he contacted Best Doctors to learn more about his condition.

OUTCOME

Through Best Doctors, the expert neurologist who undertook an in-depth analysis of Tim's case confirmed his original diagnosis, adding that, in his opinion, no further tests were needed. More importantly, he recommended a first line treatment to reduce the risk of relapses and disability and also gave him a list of possible side effects to be aware of.

The expert also suggested some specific alternative treatment management strategies and set out a detailed follow-up programme for him, complete with time frames.

Finally, he recommended that Tim take Vitamin D3, cod liver oil and medications for memory, fatigue and mild cognitive dysfunction.

Tim is delighted that, thanks to the expert knowledge and support he received from Best Doctors, he has gone from having no treatment options, to a positive course of action and some additional options for a more positive future.

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IN REAL LIFE**



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The InterConsultation Service is not intended to substitute professional medical advice or provide a medical diagnosis or therapeutic recommendations on its own.