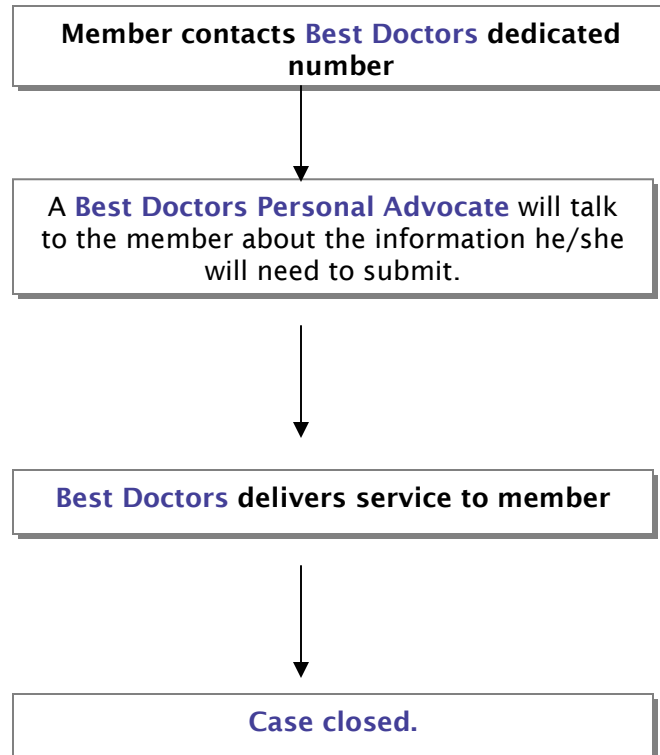


## Services Activation



30 days after closing the case, a **Best Doctors Personal Advocate** will contact the member to follow up and to offer additional assistance.

# InterConsultation<sup>™</sup>

## Service Deliverables

With a suspicion of a potentially serious medical condition, you probably have many questions – about your condition, about your treatment options, about who is the best doctor to consult on your condition.

The Best Doctors services are available to help you find your way through the maze of medical information and healthcare choices and to help you make informed decisions about your healthcare when it matters most.

### *Your Personal Advocate.*

You will have access to a dedicated nurse who will be responsible for liaising with the doctors reviewing your case; keeping you informed of their progress; and, providing you guidance in this time of need.

1. **Call Best Doctors' toll-free line:**
2. Best Doctors requires that you complete two documents: A Release of Medical Information and the InterConsultation form.
3. A Best Doctors Personal Advocate will assist you and your treating physicians throughout the process.
4. Once your complete medical records are received by Best Doctors, they will be given a preliminary review by our round table of experts affiliated with Harvard Medical School.
5. This team of renowned physicians will create a profile of the key issues of your case, ensure that the correct questions about your condition have been posed, and define the type of expert (specialty and focus) needed for the consultation.
6. Upon their analysis, the leading expert (s) for your medical condition will be identified and contacted regarding your case
7. The entire InterConsultation process typically takes 7 to 10 days but may require an additional 2 weeks if further medical tests are needed.

# FindBestDoc™

## Service Deliverables

Best Doctors will provide you with a list of surgeons, other specialists and facilities that have the experience to treat your condition. You will receive details of everything that you need to know, including:

- ✓ location
- ✓ professional background
- ✓ availability
- ✓ information required to see a doctor

Details of the doctors and facilities are taken from Best Doctors' database of 50,000 medical specialists throughout the world.

1. **Call Best Doctors' toll-free line:**
2. A Best Doctors nurse will talk to you about the information you will need to submit (medical records).
3. A Best Doctors nurse will conduct a search for experts based on your geographic preference.
4. The Best Doctors database will provide a list of appropriate Best Doctors physicians.
5. A Best Doctors Personal Advocate will contact these doctors to determine their availability.
6. 3 to 5 business days after your initial request, you will receive a FindBestDoc report.
7. **You choose where to go.**
8. If you select a Best Doctors physician in Canada, Best Doctors provides the report to him or her for referral.
9. If you select a Best Doctors physician outside of Canada, Best Doctors coordinates all the arrangements.

# FindBestCare<sup>®</sup>

## Service Deliverables

Best Doctors will review the necessary information provided by the medical specialists involved and will continually monitor the treatment process to ensure your medical priorities are being met.

If you decide to travel away from home to receive treatment, Best Doctors will assist with:

- ✓ access to the medical centre identified
- ✓ assistance in arranging travel and lodging
- ✓ hospital estimates
- ✓ pre-admission arrangements
- ✓ interpreter services
- ✓ medical appointments and co-ordination of inquiries

Please remember that you must meet your own costs of travel and lodging.

1. **Call Best Doctors' toll-free line:**
2. A Best Doctors Personal Advocate will talk to you about the information you will need to submit (medical records).
3. Best Doctors requires that you complete two documents: the FindBestCare and Travel Arrangement forms.
4. A Best Doctors Personal Advocate provides an estimated cost of treatment and a list of recommended facilities.
5. **You choose where to go.**
6. A Best Doctors Personal Advocate will coordinate all medical appointments and your travel itinerary for you.
7. Travel and medical appointment confirmation as well as a patient welcome kit are sent to you prior to departure.
8. Upon arrival, a Best Doctors Personal Advocate will contact you and get you ready for the medical appointment.
9. A Best Doctors Nurse will monitor and coordinate your care delivery with the appropriate physicians.