



# Best Doctors®

We bring together the best medical minds in the world to help you get the right diagnosis, treatment and information when you're facing medical uncertainty.

## ABOUT BEST DOCTORS

Founded in 1989 by Harvard Medical School physicians, Best Doctors helps you take control of your health, whether you're dealing with a medical challenge or need information to help you make the right decisions about your health care.

Through our various services, Best Doctors complements the care that you receive from your own physician. Best Doctors provides expert medical advice so that you can make the best possible medical decisions.

## TOP RANKED PHYSICIANS

Best Doctors has a database comprised of over 53,000 physicians from over 450 specialties and subspecialties of practice. These are the top 5% of practising physicians worldwide, acquired through our proprietary Gallup-certified polling process, one of the largest, ongoing peer-to-peer surveys in the medical industry. Every physician in the survey is asked, "If you or a loved one needed a doctor in a certain specialty, whom would you choose?"

## QUICK FACTS

In Canada since **1998**

**27%** change in diagnosis and **60%** change in treatment

Experts are part of the top **5%** of practising physicians

Access to **53,000+** medical experts including **1,200+** in Canada

**450+** specialties and sub-specialties

**30M+** members worldwide

## WHY DO PEOPLE CALL BEST DOCTORS?



**35%**

Symptoms not improving

**24%**

Need help deciding on treatment

**20%**

Questioning need for surgery

**10%**

Skeptical of doctor's recommendation

**7%**

Don't understand diagnosis

**4%**

Unknown diagnosis

### Other reasons why people call:

- Seeking medical advice
- Searching for a specialist
- Need help sourcing health information

## HOW BEST DOCTORS HELPS YOU

### Information that Empowers

We arm our members with the right information, with tremendous results. After using our InterConsultation<sup>SM</sup> service, 60% of Best Doctors members have had their treatment modified and 27% have had their diagnosis changed.<sup>1</sup>

### Personal Health Care Ambassador

By simply contacting us, a Member Advocate (a Registered Nurse) becomes your personal health ambassador, reaching out to the medical community on your behalf, within Canada and beyond.

### Complete Continuum of Care

Best Doctors addresses the entire continuum of care, assisting you with virtually any type or degree of medical uncertainty.

### Convenience and Privacy

When you have a medical question or concern, all it takes is one call or email to get help. You don't have to leave home and everything is completely confidential.

<sup>1</sup> Best Doctors data, 2013.

**Whether you're dealing with a chronic condition, questioning surgery, need help finding the right specialist or just want your medical questions answered, Best Doctors can guide you in the right direction.**



**Best Doctors**<sup>®</sup>

**1-877-419-2378**

**bestdoctorscanada.com**

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**Best  
Doctors®**

*Helping to connect plan members  
to the best medical advice*



THE  
**Great-West Life**  
ASSURANCE  COMPANY

 **Best Doctors®**   
THE REINVENTION OF **RIGHT™**



*In today's strained health care system,  
Best Doctors helps provide certainty  
when people need it most.*

Medical conditions can be very complex. Obtaining a second opinion can be difficult. Answers can be elusive.

That's where Best Doctors comes in, with the help of some of the world's leading medical experts. Best Doctors connects people who have a medical condition with specialists who can provide expert guidance.

Best Doctors' proprietary medical diagnosis service provides patients with access to many of the best medical minds in the world. Best Doctors offers a suite of services to help Canadians with their medical concerns. From basic medical advice to a comprehensive review of medical case files and treatment regimens, Best Doctors can help connect members with the right medical care and advice when they need it.

When you provide Best Doctors as part of your Great-West Life group benefits plan, your plan members have a personal, compassionate and comprehensive way to help them get the best possible medical advice and make the best decisions about their care.

## ***Helping plan members get the right diagnosis and treatment***

When your plan members are challenged by medical uncertainty, Best Doctors provides clarity and understanding, helping ensure they're on the right treatment path.

Best Doctors provides its members with access to expert medical specialists who will help them make the right decisions about their care. All it takes is a phone call. Best Doctors offers:

- Expert second opinions on medical diagnoses and treatment regimens
- Help finding specialists within or outside of Canada
- Help navigating the Canadian health care system
- Expert advice about medical conditions and challenges

Best Doctors is trusted by more than 30 million members in 70 countries. Designed to complement the care provided by a member's own physician, Best Doctors contributes to plan member health in a way no other program can.

## ***The doctors other doctors trust most***

What makes a Best Doctor? For more than 20 years, Best Doctors has conducted an extensive physician survey to identify the doctors other doctors trust most. It's the largest ongoing peer-selection survey in the medical industry.

Best Doctors' proprietary database includes over 53,000 physicians in more than 450 specialties and subspecialties worldwide. Each is highly recommended by his or her peers. Best Doctors does not pay physicians to be included in its database and they do not pay Best Doctors.

Best Doctors empowers plan members to make the right health care decisions every day. When plan members are uncertain about a diagnosis, challenged by health care system complexities or confused about a medical condition, Best Doctors provides the support and information they need to move forward with greater confidence.



*Best Doctors asks leading physicians, "If you or a loved one needed a doctor in a certain specialty, whom would you choose?"*

## **InterConsultation™**

The heart of Best Doctors' services is InterConsultation™, a patented medical analytical process. InterConsultation enables plan members with serious medical conditions to focus on recovery while Best Doctors focuses on helping to ensure they have the right diagnosis and the right treatment.

Best Doctors collects all background information and medical records related to a plan member's case and sends these records to a team of expert physicians for review. Diagnostic images are reread. Pathology samples are retested at world-renowned centres of excellence. A detailed report with recommendations from a leading medical expert is provided to the plan member.

Throughout this process a member advocate, a registered nurse, maintains regular contact, monitoring the status of the plan member's medical condition and keeping him or her informed about the progress of the case. Putting it simply, InterConsultation provides the clarity and understanding patients need to help ensure they're on the right treatment path.







### **How InterConsultation works**

1. A plan member calls Best Doctors.\*
2. A member advocate who is a registered nurse assumes personal responsibility for the member's case.
3. Best Doctors collects medical files, imaging studies and pathology samples (which are retested at a centre of excellence).
4. A team of Best Doctors experts conducts an in-depth analysis of all records and creates a clinical summary of the case. The clinical summary is provided to a leading expert in the plan member's condition.
5. The expert analyzes the case and provides his or her recommendation(s) via a detailed, confidential report.
6. Best Doctors shares the report with the plan member and if he/she chooses, with the treating physician.
7. Best Doctors follows up with the plan member to see if any other help is needed.

*\* All calls and information shared is confidential.*

### **FindBestDoc™**

Best Doctors can help plan members find a leading specialist\*\* in Canada for their specific medical case or condition. A Best Doctors member advocate, a registered nurse, will conduct a customized search of Best Doctors' Canadian physician database guided by the plan member's criteria and geographic preference. Best Doctors will also contact the specialists to make sure they are available to see new patients.

*\*\* Access to a Canadian specialist requires a referral from the member's treating physician. Expenses associated with medical treatment, travel and lodging relating to FindBestDoc and FindBestCare services are the responsibility of the member.*



## **FindBestCare®**

If a plan member's medical condition requires treatment from a specialist outside of Canada,\* Best Doctors can make it possible through its FindBestCare® service.

A Best Doctors member advocate will search Best Doctors' global database of over 53,000 physicians in more than 450 specialties and subspecialties to find the expert(s) and/or top care facility best suited to the plan member's needs. Best Doctors will provide them with recommendations – each of whom is a top specialist. Best Doctors will also call each doctor or treatment facility to make sure they are accepting new patients.

Plan members get all the information they need to take the next step, including background information on each doctor. And Best Doctors will help every step of the way.

*\* Expenses resulting from the FindBestCare service are the responsibility of the plan member.*

### **Best Doctors 360°**

Members get the resources they need to address their medical concerns and navigate the Canadian health care system more easily with Best Doctors 360°. Best Doctors 360° offers tools and information on a wide variety of health-related topics so that members can make well-informed decisions about their medical condition.

All it takes is one phone call. Members tell Best Doctors about their health challenge and Best Doctors does the rest. A Best Doctors member advocate conducts an in-depth intake session over the phone. About a week later, they provide the member with information that can include website links, physician biographies, articles, statistical data, facilities that specialize in their medical condition, local support resources and other valuable tools.

## Ask the Expert

Sometimes, a 15-minute visit with a doctor isn't enough time to get all questions answered. If a plan member still has questions, Best Doctors' Ask the Expert service can help. An expert physician who specializes in the plan member's condition will provide written answers to their questions within five business days.



### **Right is confirmation**

After a treadmill injury, Emma's knee was swollen and causing her pain. Her physician diagnosed a torn meniscus, but her condition worsened. Over seven months, Emma saw an emergency room doctor, a physiotherapist, a sports medicine doctor and a rheumatologist, enduring multiple X-rays and MRIs that came back "normal." However, the pain progressed to a point where even a bed sheet on Emma's knee was unbearable. The sports doctor suggested she might have Reflex Sympathetic Dystrophy (RSD), which he did not know how to treat. At her wit's end, Emma called Best Doctors. The Best Doctors expert confirmed the RSD diagnosis, provided a detailed treatment plan and recommended a pain specialist. Emma saw the specialist within days and treatment began.

*"It's such a relief having an organization like Best Doctors to whom I could turn to get help when I wasn't getting any anywhere else," says Emma. "I don't know what I would have done without Best Doctors."*

## ***Helping to give plan members hope***

When someone is facing a medical challenge – whether it’s a child’s torn ACL, a life-threatening illness or a chronic condition – there is no room for uncertainty. Knowing something must be done is distressing enough. Not knowing what to do is worse.

Since its founding in 1989 by Harvard Medical School physicians, Best Doctors has been removing doubt from personal health care decisions. Best Doctors provide your plan members with access to some of the world’s leading medical experts to ensure the right information, diagnosis and treatment. Best Doctors listens, guides and helps navigate the complexities of the Canadian health care system.

*“Best Doctors creates a win-win situation. The critically ill patients and families are reassured about the diagnosis made and the best therapy chosen; the treating physician is getting an opinion from a recognized expert, who may also offer alternate diagnoses or treatment possibilities in difficult cases; the employer/insurer also benefits since prompt diagnosis and appropriate treatment generally results in a faster recovery period.”*

**Dr. Jean-Martin Laberge**

*Professor of Surgery, McGill University*

*Director, Division of Pediatric General Surgery*

*The Montreal Children’s Hospital of the McGill University Health Centre*

*Best Doctors Medical Advisory Board Chair*

*For more information on providing Best Doctors services to your plan members, please contact your benefits advisor or Great-West representative.*

*Exceptional service.*

*Customer-focused solutions.*

*Innovative products, services and technology.*

*At Great-West, it's all our business.*

*We are **your Benefits Solutions People.***



*[www.greatwestlife.com](http://www.greatwestlife.com)*

Best Doctors services ("Services") are provided by Best Doctors, Inc. and are not insured services. Great-West Life is not responsible for the provision of the Services, their results, or any treatment received or requested in connection with the Services.

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