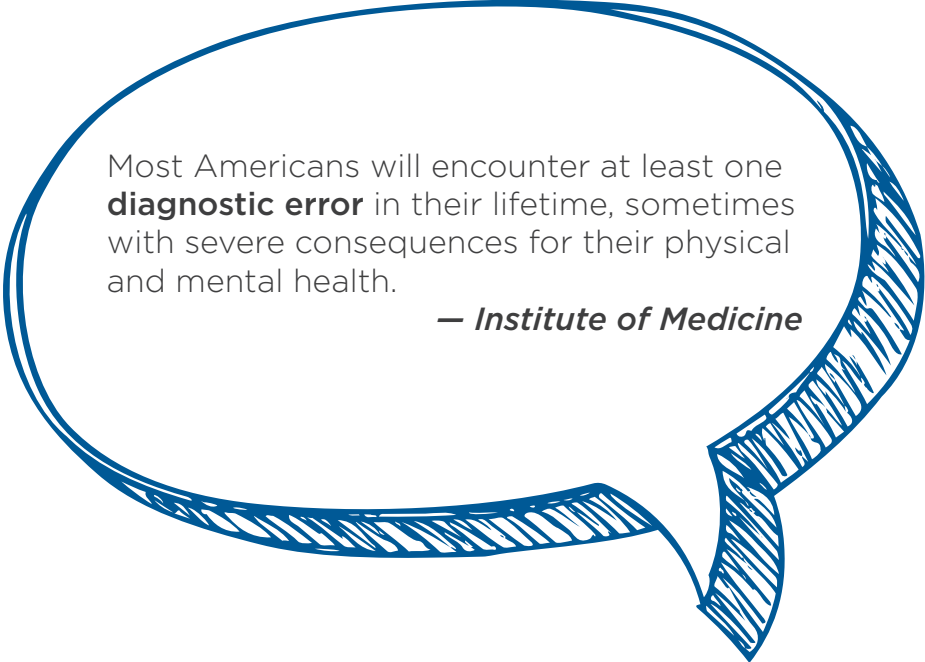
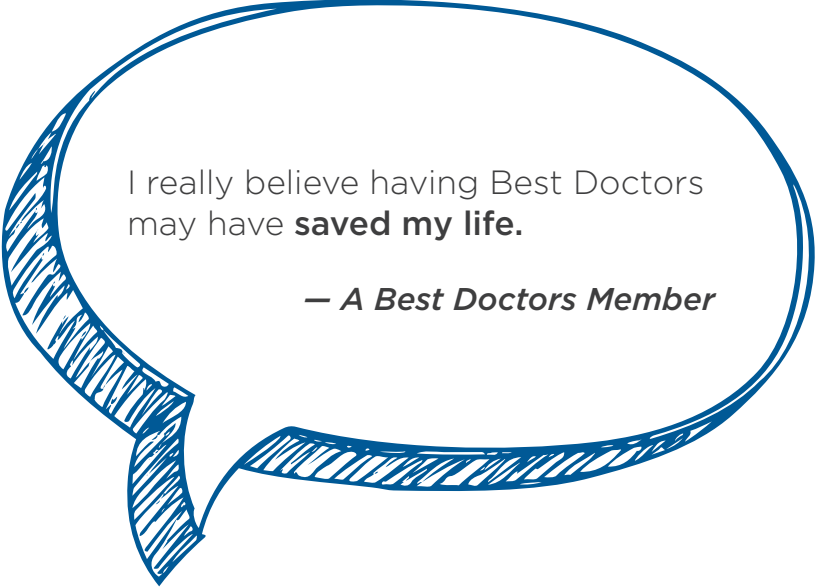


Another look at a second opinion
Your guide to Best Doctors



Most Americans will encounter at least one **diagnostic error** in their lifetime, sometimes with severe consequences for their physical and mental health.

— *Institute of Medicine*



I really believe having Best Doctors may have **saved my life.**

— *A Best Doctors Member*





What makes Best Doctors different?

Our relentless commitment to helping our members get it right.

Best Doctors was founded on the ideal that a person's location should not limit the quality of their care. As a result, our mission is to bring together the best medical minds in the world to get you the right diagnosis and treatment, no matter where you live.

Almost 30 years later, we are proud to offer a variety of services which focus on getting you the very best care—each available without the need to travel. We provide everything from in-depth medical reviews to answering your medical questions and can even help you find a local physician right for you.

Take a moment to read through this guide and discover all the ways that you can take advantage of your free Best Doctors membership.



Remember, all Best Doctors services are 100% confidential and provided at no cost to you.

How the InterConsultation® works



- 1.** If you find that your symptoms aren't improving, you don't understand your diagnosis or you are considering different treatment options, **contact Best Doctors.**

- 2.** You will be assigned a Best Doctors clinician to help guide you through the process.

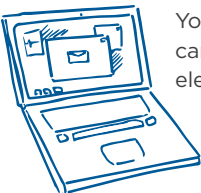
- 3.** With your permission, Best Doctors can collect and consolidate your medical records for you, so there is no need to travel or call anyone else.



- 4.** Best Doctors then carefully identifies the right Expert physician from their proprietary database of over 53,000 of the world's very best doctors.



- 5.** The Best Doctors Expert(s) will conduct an in-depth review of your medical case and provide an easy-to-understand report that either confirms your diagnosis and treatment or recommends a change.



Your Expert Report can even be provided electronically!

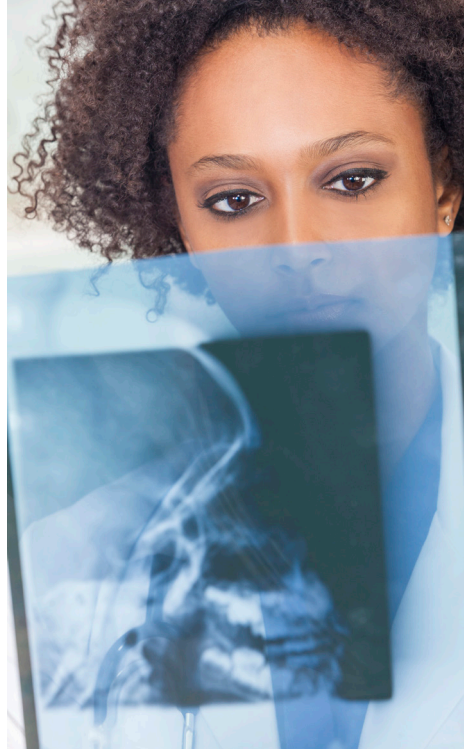


Expert Second Opinion Service

A review of your medical case by a world-renowned doctor

Best Doctors' **InterConsultation®** service lets you get a second opinion from one of the world's most well respected doctors. We match your case to the most appropriate medical expert, who reviews your diagnosis and treatment plan in great detail. You don't visit a second doctor or need to leave home. Just give us permission to collect your medical records and we can do the rest—in complete confidence, and at no cost.

You'll receive an in-depth, easy-to-understand report with our expert's opinions and, if necessary, recommended changes. Even if your medical condition doesn't seem serious at the time, it's worth calling Best Doctors just to be sure.



Call Us When You...

- Want a second opinion on a diagnosis or treatment
- Have questions about a diagnosis or treatment
- Are wondering if surgery is the right option
- Aren't getting better with a current treatment
- Want to make sure you're seeing the right specialist



Critical Care Support

Expert second opinions for catastrophic medical events



Our Critical Care Support service lets you call on a Best Doctors expert for guidance during medical events that require emergency treatment such as accidents, intensive care or extended hospital stays. After you call Best Doctors, an expert will immediately get involved in your case, working with your local medical team to provide his or her recommendations. Like an InterConsultation®, with Critical Care you can be sure that the right decisions are being made, especially when time is critical.



Call Us When You...

- Have been admitted to a hospital or acute care facility for a medical emergency
- Experience a multi-trauma event, such as multiple broken bones
- Suffer a spinal cord or traumatic brain injury, have been severely burned or develop sepsis (an infection caused by harmful bacteria or toxins)
- Need any type of urgent medical decision-making support



Ask the Expert™

Personalized answers to your medical questions

A brief doctor's visit doesn't give you enough time to get all your questions answered. And the Internet can be confusing and scary. The next time you have questions about a medical condition or treatment, ask an expert. With the Best Doctors Ask the Expert™ service, you can discuss your questions and concerns with a clinician over the phone. The clinician will then share your questions with the most appropriate Best Doctors specialist. You'll quickly receive the expert's written answers in an easy-to-understand report. No needless worrying, wondering or wandering the web.



Call Us When You...

- Have general or specific questions about your health or medical condition
- Are concerned about a new treatment option or procedure you may be considering
- Are uncertain about your medications



Find a Best Doctor™

Find a physician that's right for you.



The Best Doctors network includes over 53,000 of the world's top medical experts. Each has been designated as among the best by other doctors through an exclusive, Gallup®-certified process. If you need to visit a specialist, we will search our database to see if any of our doctors meet your criteria and practice within a distance that works for you. If so, we can even verify that they are in your health plan's network and arrange an appointment.



Call Us When You...

- Have experienced a change in health or family and want a physician who better fits your needs
- Have a specific condition and want to find the best specialist
- Just moved to a new area and are looking for a doctor

You Might be Wondering...

Do You Share Information about My Case?

Best Doctors does not tell your employer or insurance company about your case or your call. We don't share your information with anyone, not even your doctor, unless you give us permission.

Do These Services Cost Me Anything?

No. Best Doctors is included at no charge in your employee benefits package. There are no network or geographic restrictions.

How Does Best Doctors Work with My Doctor?

We only share our findings with you. If you would like us to share our InterConsultation® report with your treating physician, we are happy to do so with your authorization.

Do I Have to Follow Your Expert's Recommendations?

No. The information you receive from Best Doctors is intended to help you make informed decisions regarding your diagnosis or treatment plan. You remain in full control of your next step(s).

Who Collects My Medical Records for an InterConsultation®?

Best Doctors can collect all of your relevant medical records, including test results, imaging studies (X-rays, MRIs, etc.) and any other necessary information. What's more, all communication with us is done over the phone or the Internet, so there's no need to travel.

What Types of Medical Conditions Qualify?

Best Doctors can help with virtually all conditions, from back pain and sports injuries to chronic diseases and life-threatening illnesses.

What about My Privacy?

Best Doctors complies with all relevant state, national and international laws and regulations, including the U.S. Health Insurance Portability and Accountability Act (HIPAA) of 1996.

Who are the Best Doctors Experts?

Best Doctors physicians include the world's top medical specialists. They are selected by other doctors through a comprehensive review process, so you get help from the doctors other doctors trust most.

Get the Most out of Your Doctor's Visit:

6 simple steps.

Doctors spend an average of 8 minutes with each patient. Make every minute count.

1

Prepare your questions ahead of time

Have a list of questions ready to ask during your appointment. What is my diagnosis? What can I expect during treatment? And write down the answers.

2

Tell a 10-second story

Summarize your medical situation in 10-seconds. Don't focus on symptoms like, "my knee hurts." Instead, tell a story – "My knee hurt so badly I could barely walk from my bed to the bathroom and it was painful to climb stairs."

3

Ask about your tests and risks

Treat tests as seriously as you treat surgery and drug prescriptions. Understand why you need a test, what your doctor is looking for, what risks may be involved and what alternatives may be available.

4

Know your diagnosis

Don't leave your doctor's office without a clear understanding of your diagnosis (or possible diagnoses). If your doctor can't initially confirm your diagnosis, ask what steps are necessary to do so.

5

Build a partnership

Tell your doctor up front that you want to be a partner in your own care. That doesn't mean diagnosing yourself using the Internet. It means working together to make informed decisions that help ensure the best possible care.

6

Complete the form on next page and bring this guide with you to your next doctor's appointment!

Keep Your Doctor Up to Date

Complete this profile and bring it to your next doctor’s appointment. It will give your doctor the most current information about your health while helping you quickly answer questions and fill out medical forms.

Name: _____

Date of Birth: _____

Insurance Provider: _____

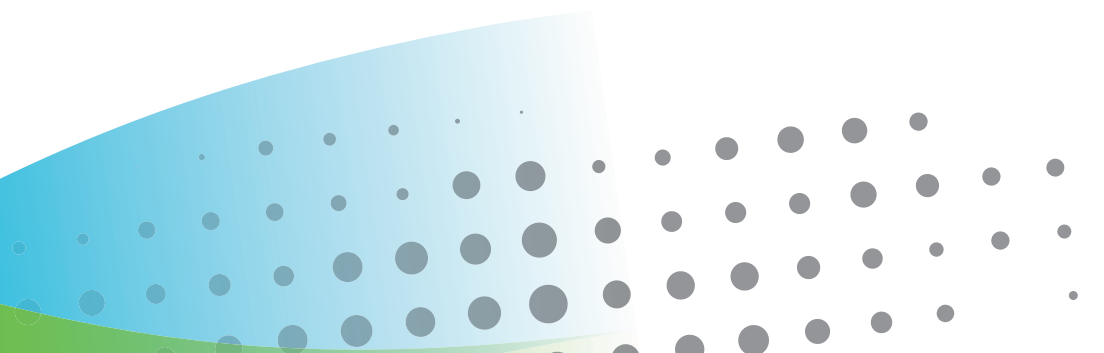
Insurance ID #: _____

Medical History: _____

Surgical History: _____

Allergies: _____

Additional Information: _____





The benefit of *removing* the doubt

If you're dealing with medical uncertainty of any kind,
Best Doctors can help.

866.904.0910

members.bestdoctors.com

**60 State Street, Suite 600
Boston, MA 02109**