

Best Doctors

The Best Doctors® service provides the peace of mind of a confidential expert second medical opinion if a member, partner or their dependent children up to age 21 (25 if still in full time education) and living with them, are facing a worrying medical condition.

Best Doctors work in conjunction with the patient and the treating doctor to ensure diagnosis and treatment are correct, providing an independent and comprehensive assessment. They work with a worldwide panel of specialists who have been selected by their peers as being the very best in their field.

Unlimited access to the Member Care Centre is included, providing a confidential telephone based helpline, which is available 24 hours a day, 7 days a week, throughout the year.

It involves just three simple steps:

Step one - Connect: call the Best Doctors Member Care Centre, which is open 24 hours a day, 365 days a year. You will be assigned your own dedicated Case Manager, who will remain a constant throughout, to guide you through the process. Your Case Manager will identify the most appropriate Consultant to review your case.

Step two - Investigate: Best Doctors collect your medical records from your treating practitioner. The expert consultant reviews your case and prepares a detailed report answering all of your questions, based on their comprehensive analysis of your medical documentation.

Step three - Answer: your Case Manager will send you the report and discuss the content with you. You are free to share this report with your treating practitioner so that together you can make the most appropriate decisions about your treatment.

Ask the Expert

The Ask the Expert service can help where a diagnosis is straightforward and you need information about a condition, prognosis or treatment quickly, then the Best Doctors database of experts in their specific field can help. They can answer your questions without requiring a full review of your medical records.

To get expert medical support from Best Doctors call the **Member Care Centre: 0800 085 6605**

Or visit www.askbestdoctors.com for healthcare advice and the Best Doctors video library, with over 300 colour videos giving detailed explanations about medical conditions, treatments and testing.

Please note: Best Doctors services are not available in respect of mental health related conditions.

Careline

The Best Doctors Careline is designed to provide you and your family with advice and guidance at times of ill health or when you are concerned that your lifestyle may lead to ill health if not addressed.

The service is both telephone based and face to face and it offers access to a multi-disciplined team which is managed by your Personal Case Manager who will tailor a service based on your individual needs.

Your Case Manager will be experienced in managing all aspects of ill health and injury including:

- Access to specialist nurse support services – specific the particular diagnosis or type where appropriate including cancer and cardiac conditions.
- Access to psychological support services including Counselling, Cognitive Behaviour Therapy, Bereavement counselling specific to the trauma associated with a diagnosis and illness and where appropriate to the specific illness.
- Access and management of nutritional advice to support the recovery and rehabilitation process based on the type of treatment and types of illness such as cancer, cardiac or diabetes.
- Arrangement of home help where appropriate using a network of specialist approved carers and nurses.
- Arrangement of any additional support services e.g. wheelchairs.
- Support with work rehabilitation including a return to normal duties, modified duties or alternative duties which will include liaison with your GP and your employer.
- Management of NHS clinical care if you or your family have any concerns about the care being provided by the NHS
- Support with a return to normal activities including advice on regular exercise, weight loss and good nutrition all with the objective of improving your recovery and to help you regain your quality of life.

If you require further treatment that is not covered by the Careline then the Careline team will work with you to establish the best route to treatment; which could be NHS, private provision through your PMI provider or self pay.

The route to support will be determined by your dedicated Careline case manager who will determine the most appropriate treatment pathways for you and where the right treatment should be accessed.

Call Careline on: [0333 577 8777](tel:03335778777) and select option 2

Please note: Careline provide a service, this is not an insurance policy.