



Best Doctors Overview  
AUMA's Health & Wealth Forum  
June 2019

## Who we are

- Best Doctors helps Canadians **become better health care advocates** by providing them with the information, support and access to the best medical minds in the world.



**50,000+**

Leading doctors  
worldwide



**450+**

Medical specialties  
and subspecialties



**Top 5%**

Physicians  
nationwide



**30 years**

Health care  
leadership

- In Canada since **1998**
- Serving **7.5 Million** Canadians
- Services are voluntary and confidential
- Eligibility

# Health care challenges



**10-15%** of patients are misdiagnosed<sup>1</sup>



Second opinions are valuable: **33%** of oncology second opinions differ from first opinions; **50%** of these resulted in major changes in therapy or prognosis<sup>2</sup>



More than **10 million** online health-related searches are conducted globally each day<sup>3</sup> on **70,000+** websites that disseminate health information<sup>4</sup>

Sources:

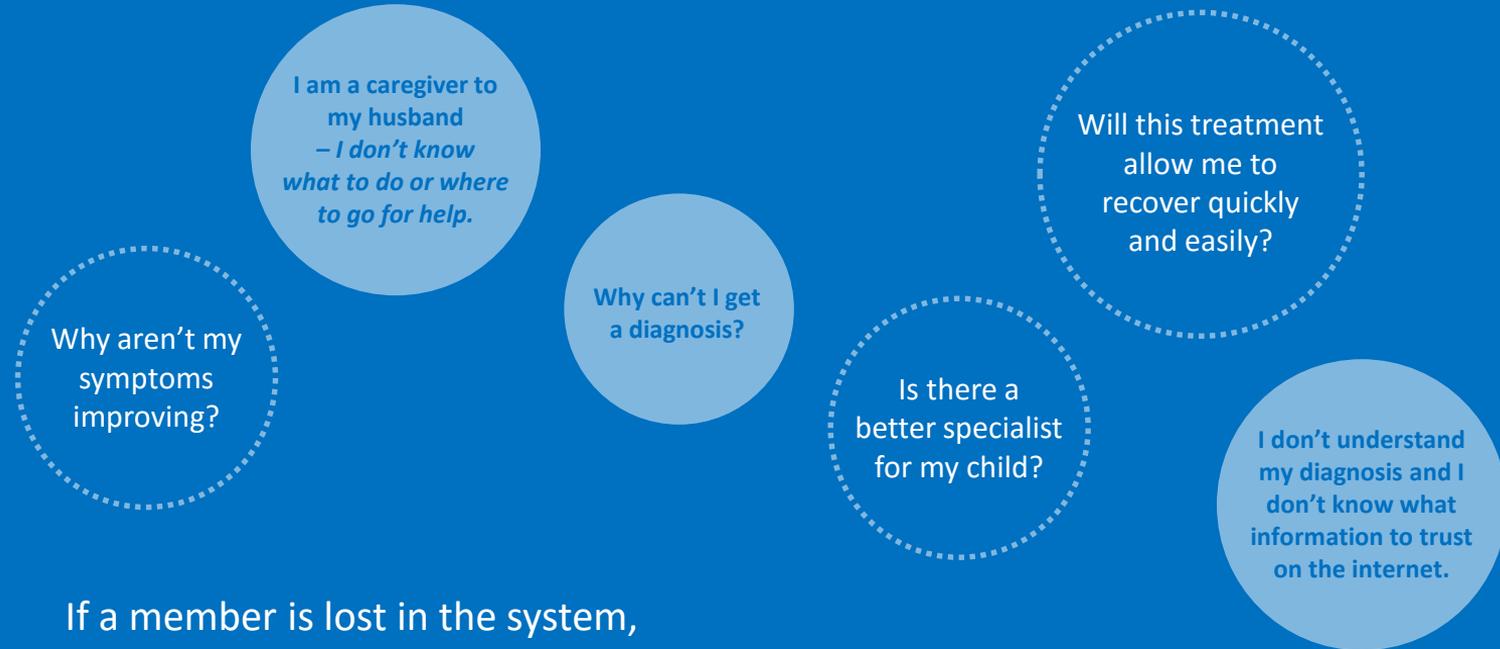
1 Globe & Mail, February 2012.

2 Canadian Medical Association Journal, August 2012, with reference to *EJSO* 2—6; 32:108-12.

3 <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC2762768/>

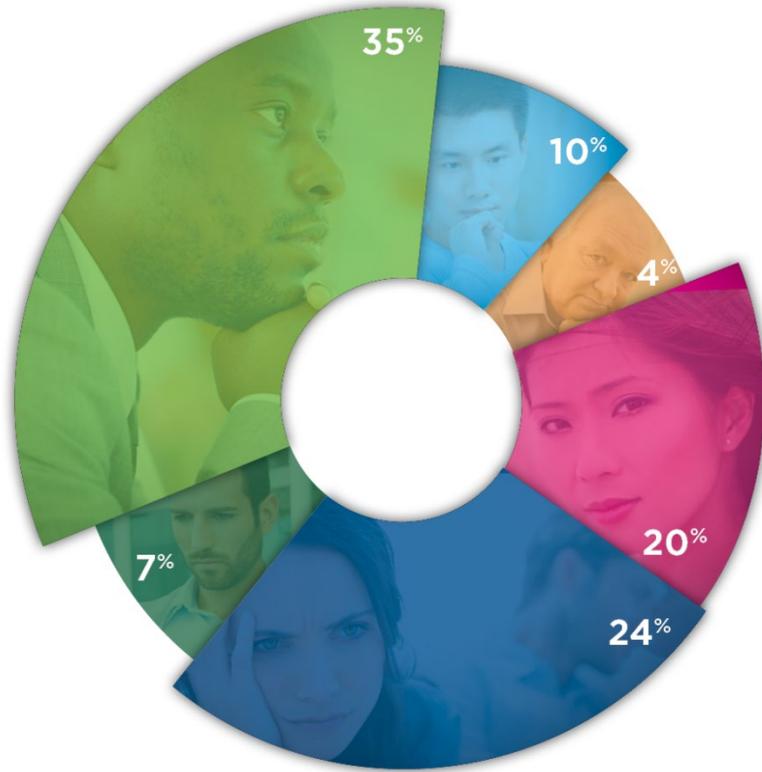
4 <http://her.oxfordjournals.org/content/16/6/671.full>

## Sometimes people can't find answers to their medical questions:



If a member is lost in the system,  
**we make vital connections to lead them to answers.**

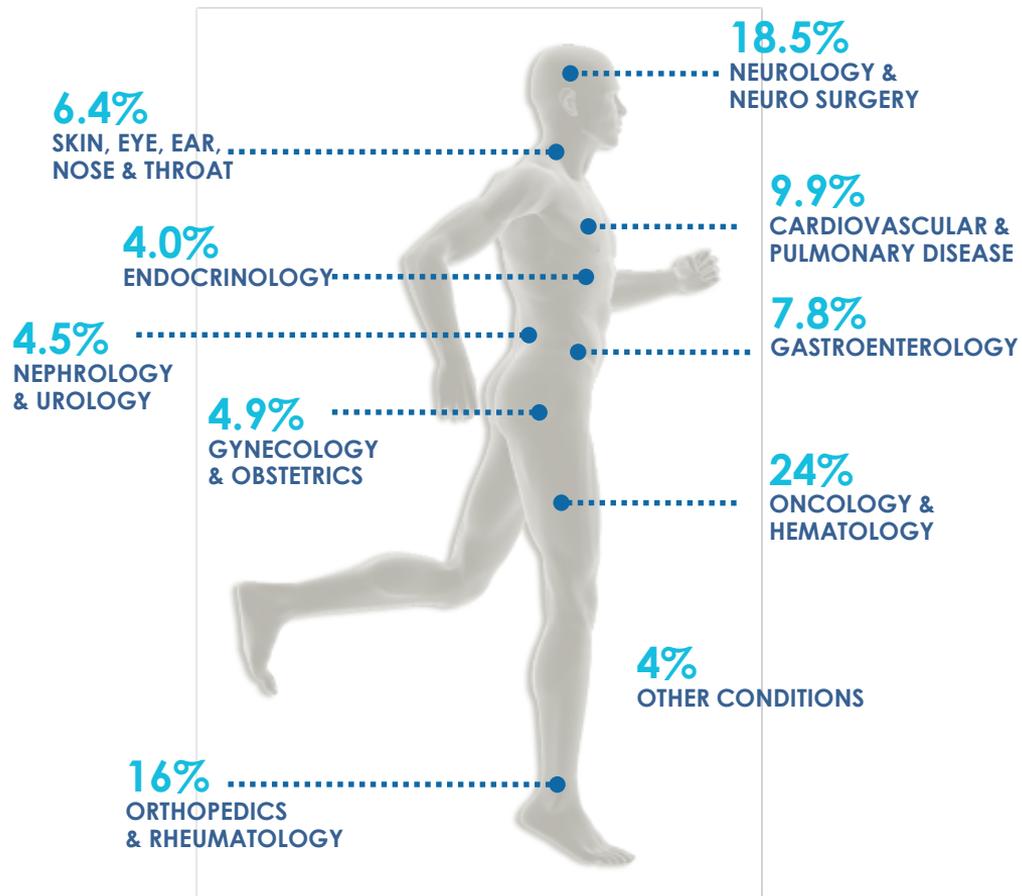
## The top challenges our members face



- Symptoms not improving
- Skeptical about doctor's advice
- No diagnosis
- Questioning the need for surgery
- Don't understand diagnosis
- Need help deciding among multiple treatment options

## Covering a Full Range of Conditions

Best Doctors covers **all conditions across the entire spectrum of health**, giving you peace of mind from head to toe.



# Best Doctors Services

Providing a **complete** continuum of care



## Expert Medical Opinion (InterConsultation®)

An expert opinion on the member's medical condition through analysis of their medical records and history



## FindBestDoc™

Access to the top specialists selected from our database of Canadian physicians based on member's medical needs and location



## FindBestCare<sup>SM</sup>

Access to specialists outside of Canada selected from our global database of over 50,000 physicians.



## Best Doctors 360°®

Customized information and resources based on member's health care needs and location.

## Expert Medical Opinion (InterConsultation)



### An expert opinion on your medical condition through analysis of your medical records and history

- More than just a second opinion, it's a confidential, patented process that provides an expert review from all angles
- We'll look at medical records including x-rays, test results, imaging scans and pathology (we'll even retest pathology at our own centers of excellence)
- Reviews are made by our peer-nominated expert specialists
- We keep members informed throughout the process

# How an InterConsultation works



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**

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.

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



# FindBestDoc and FindBestCare

## FindBestDoc

Best Doctors will conduct a customized search of top-rated Canadian specialists to find those who are best qualified to meet the member's specific medical needs, while meeting their criteria and geographic preference.\*



## FindBestCare

When a leading physician or top care facility is needed outside of Canada, Best Doctors will search their global database of over 50,000 peer-nominated specialists to find one best suited to the member's needs.\*



\* Best Doctors does not make referrals or appointments for members, cannot assist members to jump the queue or arrange or cover the cost of travel or lodging.



**Wellness support and resources for a wide range of health matters; not only for grave illnesses or medical concerns.**

- Help navigating the health care system
- Help understanding the member's medical condition
- Customized solutions to meet the member's needs

## Best Doctors additional services

### Optional Service

Contact AUMA for information on obtaining this service



### **Elite Diagnostic Imaging Service (EDIS)**

Reduce your wait time for an MRI or CT scan to just days so that you and your treating physician can quickly move forward with diagnosis and treatment.

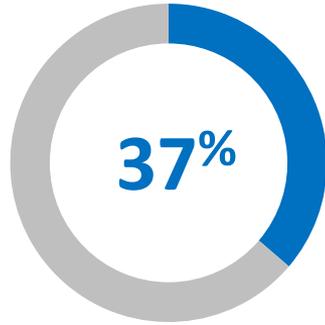
## Elite Diagnostic Imaging Service (EDIS)



In many provinces, wait times for “non-urgent” scans can take months, impacting pain and disability or intensifying symptoms.

- Reduce wait times MRI and CT scans to a **matter of days**
- **Facilitate** making the appointment
- **Covers 100% of the cost** of a private MRI or CT scan.
- **Results** can be accessed **within days** of the scan.

## We are making a difference



Changed or modified  
**diagnosis**



Changed or modified  
**treatment**

# Member Testimonial: Ashifa

## Scenario

- Ashifa had a small lump on her neck that was biopsied and the result came back negative
- Her physician recommended removal as it was changing and affecting her voice
- Surgery was successful but pathology revealed she had metastatic squamous head and neck cancer, a very aggressive type of cancer
- Ashifa's oncology team provided her with an aggressive treatment plan that called for 30 rounds of chemotherapy and concurrent radiation

## Best Doctors Review

- Best Doctors retested Ashifa's pathology at UHN and found that Ashifa had an autoimmune related condition, not cancer. Further retesting confirmed this.



**Result:** Ashifa will be undergoing further tests and everything will be reviewed by both the Best Doctors team, along with her oncology team

## One call does it all

When facing any type  
or degree of medical  
uncertainty ...  
**just contact us.**



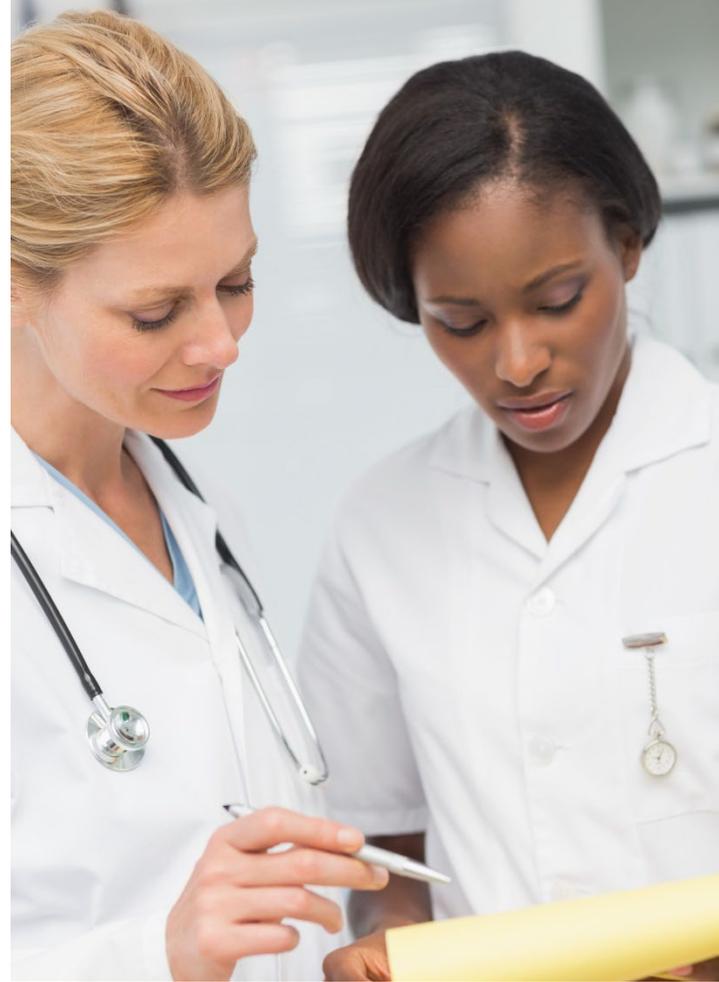
The Best Doctors team  
does the rest ...  
**determining the best  
service for you.**



## Best Doctors works with treating physicians

- Services complement a member's relationship with their treating physician
- The final report provides actionable information that helps members and their doctor make the right decisions
- Information can be shared with a member's physician by request

\*Best Doctors is completely confidential!



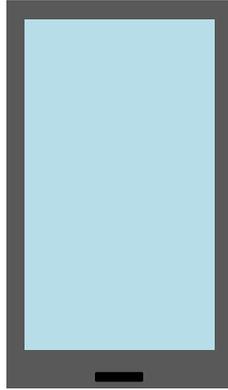
## Support for the HR Professional and Case Managers



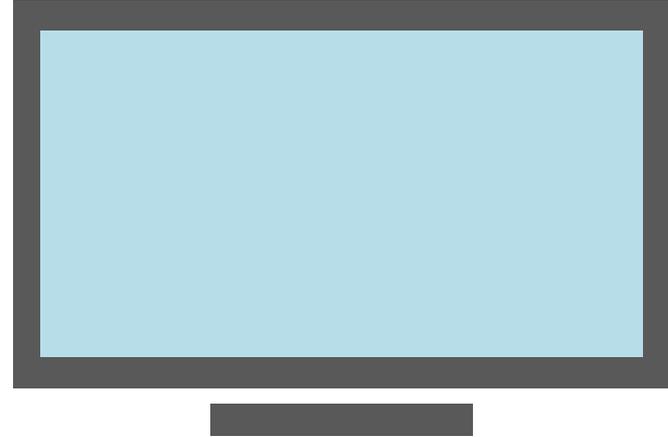
- Best Doctors is another avenue the employee has to obtain additional information regarding their diagnosis and treatment
- Provide general information about the service while remaining impartial
  - The service is available at no additional cost to the employee
  - The employee does not need to leave home or change doctor
- If a disability claim is denied, Best Doctors may still be offered

\* It is important for it to be clear to the employee that Best Doctors has absolutely no influence on the claim decisions made

## Contacting Best Doctors is easy



**Phone: 1-877-419-2378**  
[Monday-Friday 8am-8pm EST]



**E-mail: [customer.ca@bestdoctors.com](mailto:customer.ca@bestdoctors.com)**  
**Member Portal: [members.bestdoctors.com](https://members.bestdoctors.com)**

# Questions?

# Thank you.

BEST DOCTORS, the STAR-IN-CROSS logo, INTERCONSULTATION, FINDBESTDOC, FINDBESTCARE, and BEST DOCTORS 360°, are trademarks, service marks or registered trademarks and service marks of Best Doctors, Inc. Used with permission.