



Ask The Expert[™]

UNDERSTAND YOUR MEDICAL CONDITION

Sometimes, a 15-minute visit with your doctor is not enough time to get all your questions answered. If you still have questions, our Ask the Expert service can help. When Ask the Expert is included with your Best Doctors membership, a leading physician who specializes in your condition will provide written answers to your questions.

HOW THIS BENEFITS YOU

Peace of Mind

Having access to medical experts who can provide you with a written report addressing your questions, in terms you can understand, gives you both the information you need to understand your condition, as well as reassurance that you are making the right choices about your health.

Clarity

Make the medical choice(s) you are most comfortable with by learning more about your specific condition.

Access

The Best Doctors physician database provides you with access to more than 50,000 leading physicians in over 450 specialties and subspecialties worldwide.

Ask The Expert™

HOW IT WORKS

1. Get started by calling or emailing Best Doctors.
2. A Member Advocate (Registered Nurse) is assigned to your case and will contact you to obtain your detailed medical history.
3. Your Member Advocate will document all questions and concerns you have regarding your medical condition. She or he will then consult the Best Doctors physician database on your behalf and find a top specialist to provide you with the answers you need.
4. Your Member Advocate will email you a written report from the Best Doctors expert. It will include answers to your questions, as well as advice about your medical condition and any additional questions you should be asking your treating physician.

Best Doctors helps you take control of your health and make medical decisions with confidence by guiding you in the right direction.

**CONTACT BEST DOCTORS TODAY AT
1.877.419.2378 • customer.ca@bestdoctors.com**



FAQs

Answers to Frequently Asked Questions
from our members

What conditions qualify for Best Doctors' services?

Best Doctors provides services for a wide range of medical conditions. They can include everything from back pain and sports injuries to chronic diseases and life-threatening illnesses.

Do I have to follow Best Doctors' recommendations?

No. You remain in full control of your health care decision-making. The information you receive from Best Doctors is intended to help you make informed decisions regarding your diagnosis and/or treatment plan. If you choose, you can share our findings with your treating physician.

Isn't asking for a second opinion from Best Doctors insulting to my doctor?

Not at all—Best Doctors has received a warm response from the Canadian medical community. Treating physicians who have worked with Best Doctors appreciate having access to respected experts in their field of practice and to information regarding innovative diagnostic and treatment regimens that might not be available in their local communities.

Do public health care plans pay for treatments recommended by Best Doctors?

Best Doctors only recommends courses of treatment. The Best Doctors member and his or her treating physician make the final decisions about treatment based on all the information they have, which can include the recommendations and information provided to them by Best Doctors. In most cases, the costs are covered through government, employer or personal health insurance plans.



What will I need to do once a service has been initiated?

Depending on the service initiated, your Best Doctors team will work together on your behalf, gathering information, medical records and pathology results, conduct research and determine availability of specialists, deliver detailed reports upon completion of your case and maintain regular contact with you throughout the process. You will be responsible for acquiring referrals to specialists, requisitions for tests, booking appointments and arranging travel and/or lodging.

Who are the doctors that Best Doctors uses?

Best Doctors are among the top 5% of practising physicians worldwide, selected by other doctors through a comprehensive review process that asks them which specialist they trust the most. There are more than 50,000 physicians in over 450 medical specialties and subspecialties currently in the global database. Doctors cannot pay to be included on the Best Doctors list or nominate themselves for consideration.

Can Best Doctors arrange for an individual to “jump the queue”?

Best Doctors works within the Canadian health care system and has no leverage to help members jump the queue. Instead, our services are designed to ensure you are in the right queue. With our FindBestDoc™ service, Best Doctors cannot guarantee the physician's availability or acceptance of the member as a patient.

Is Best Doctors private health care?

No. There are many types of coverage that exist to help people, from dental insurance to medical insurance to long-term disability and group critical illness. Best Doctors is a service that can be part of one of these organizational or personal insurance plans or as a stand-alone benefit.

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