

Medical advice and expertise

So you can get on with living well

Best Doctors gives you access to medical advice and second opinions from a global network of leading specialists – ensuring that you have the right diagnosis and treatment plan.

About the Best Doctors service

We are committed to supporting you financially if illness knocks you off your feet. We're equally committed to your recovery and supporting you with the medical help you and your family may need.

We've partnered with Best Doctors to provide you with exclusive access to a global network of medical specialists nominated as leading experts in their field, by their own peers.

If you or anyone in your immediate family faces an illness, injury or condition, you can connect with specialist doctors to:

- conduct an in-depth medical review and second opinion
- confirm a diagnosis
- decide on treatment options
- check information you've been given by your doctor, and
- receive quick answers to basic health questions.

If you've had a health scare or diagnosis you're unsure about, you can use Best Doctors to answer any lingering questions or concerns. You can also use the service for advice on ongoing treatment.

Help for medical scenarios – from minor to major

From simple questions about a minor condition, to an in-depth medical review about a significant medical condition, Best Doctors can help. The Best Doctors network covers 450 specialties and subspecialties of medicine, giving you the confidence that Best Doctors can connect you with the right specialist for your illness, injury or condition¹.

Best Doctors looks after your whole family

You, your children, your parents, including your partner and their parents can access the Best Doctors services – all at no cost to you and with no age limitations. There's also no limit to the number of times you or your family can use the services – so they're available whenever you need advice on medical concerns.

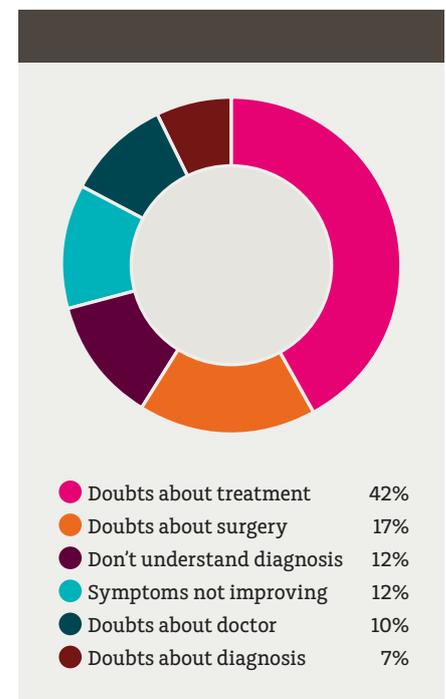
Confidence in your treatment plan

Around 9% of cases considered by Best Doctors come back with a change in diagnosis and 25% with a change in treatment, compared with the original case recommendation.

How to contact Best Doctors

To use the service, simply call **1800 388 097** or visit **www.askbestdoctors.com**

Why people contact Best Doctors?



One call starts it all

Simply contact Best Doctors and they'll do the rest, including collecting medical records if required, spending whatever time is necessary on a case, and providing expert guidance at every step. Best Doctors provides unique access to leading medical specialists from around the world without the need to travel, visit doctors' offices or chase medical records. This takes the hassle away for you, saving time and money.

¹ Best Doctors doesn't cover any acute (emergency) cases, mental illness or dental conditions.

From simple to complex medical questions, a second opinion can provide answers

Services offered over the phone			
Service		Timeframe	How it works
Find An Expert		48 hours	Find a local specialist for your condition.
Ask The Expert		5 to 7 business days	Get answers from a leading international specialist to specific questions about a medical condition.
In-Depth Medical Review		15 to 20 business days ²	Get a full review and second opinion on your diagnosis and treatment plan from a leading international specialist.
Find Best Care		Case dependent	If an In-Depth Medical Review suggests a treatment option that requires care outside of Australia, Find Best Care will arrange everything for you. ³
Services offered online			
Doc Online		Within 48 hours	Get answers to general medical questions from a panel of registered doctors in Australia.
Multi Media Online		Instant access	Access a host of online tools providing unique insights and guidance on hundreds of conditions. Visit askbestdoctors.com to register and access these tools.

“Speaking with Best Doctors completely put my mind at ease. They really cared and did so much to help me through the whole process.”

Quote from a client who used the Best Doctor service

Further questions?

Call Best Doctors on **1800 388 097** or visit www.askbestdoctors.com

Important information

² From collection of your medical records

³ Expenses associated with medical treatment, travel and lodging relating to Find Best Care® services are the responsibility of the customer.

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