



Best Doctors®
ELITE DIAGNOSTIC IMAGING



INTRODUCING BEST DOCTORS ELITE DIAGNOSTIC IMAGING SERVICE

Canadians are facing unreasonably long wait times to access even the most basic medical services. In October 2007, the Fraser Institute reported that wait times in Canada had increased by 97% between 1993 and 2007. These wait times are consistently and significantly longer than physicians feel are clinically reasonable. In partnership, Best Doctors® and Hamilton + Partners have developed the Best Doctors® Elite Diagnostic Imaging Service to ensure that correct diagnosis and treatment plan options are identified in days or weeks instead of months, by providing immediate access to diagnostic testing. Together with the Best Doctors exhaustive analysis of a member's medical information, quick access to diagnostic testing greatly improves the quality of care our members receive.

SERVICES OFFERED BY THE BEST DOCTORS ELITE DIAGNOSTIC IMAGING SERVICE

- Immediate access to Best Doctors where a Member Advocate, a Registered Nurse, is dedicated to the member's case
- Access to diagnostic tests within 72¹ hours of appointment being booked by Best Doctors. (Physician's prescription for diagnostic tests required.)
- Radiologist's Report within 48² hours of test completion
- **InterConsultation™** An in-depth review of a member's medical files by Best Doctors world-class specialists to provide medical opinions and treatment plan options
- **FindBestDoc™** Best Doctors will find a specialist if the member does not have one and will arrange referrals³, appointments and accommodations if out of town travel is required
- **FindBestCare®** While we strive to work within the Canadian healthcare system, Best Doctors will access hospital and doctor discounts if out of country care is necessary and will ensure vital information is sent to the medical specialists involved
- **Best Doctors 360°™** Providing access to resources, ongoing one-on-one support, customized health coaching and a wide range of health related information, Best Doctors 360° helps members navigate the healthcare system

Immediate and tangible improvements to the health-care system can be made by addressing access to diagnostics services on a priority basis. Problems in access to necessary diagnostics can create bottlenecks in the rest of the health care system.

*Commission on the
Future of Health
Care in Canada,
Final Report,
November, 2002*

**Best Doctors gets results,
the numbers prove it:**

22% of the time:
a change in diagnosis

61% of the time:
a modified treatment plan

67% of the time:
a reduction in invasive surgery

BEST DOCTORS ELITE DIAGNOSTIC IMAGING SERVICE DOES NOT REPLACE YOUR PROVINCIAL HEALTH CARE PLAN. IT PROVIDES RAPID ACCESS TO DIAGNOSTICS WHEN THE SYSTEM CANNOT.

THE BEST DOCTORS ADVANTAGE

Members will have rapid access to diagnostic facilities. An appointment at a private imaging clinic will be available within 72¹ hours.

Members have access to a network of 50,000 world renowned, peer-nominated specialists, ensuring the right diagnosis and the right treatment plan.

HOW WILL YOUR EMPLOYEES BENEFIT FROM HAVING THIS COVERAGE?

Employees and their treating doctors get access to 50,000 renowned specialists worldwide through Best Doctors InterConsultation program – an exhaustive medical analytical process completed by a multidisciplinary team of Harvard trained doctors who analyze the member's medical information and diagnostic tests and retest all pathology. Based on the analysis, the appropriate specialist is selected from the Best Doctors network to confirm diagnosis and treatment options to the member and their treating physician.

- Employees are empowered with knowledge, guidance and support when faced with a serious illness or injury
- Their average 80 day wait time for diagnostic testing is reduced to 72¹ hours
- There is a significant improvement in the overall care, recovery time, and outcome for employees by accurately diagnosing their medical condition and recommending the most appropriate treatment regime



WHAT VALUE IS GAINED BY THE EMPLOYER?

- Immediate access to diagnostic testing and treatment protocols helps employers reposition employee health benefits by offering more than financial support
- Membership fees are stable and therefore provide a budgetable investment that is predictable. This allows a portion of your health care benefits to be placed on a fixed versus variable cost platform
- The “hidden” costs incurred by your organization related to lost work time, decreased productivity associated with physical impairment and anxiety, increased drug costs, and physical and psychological pain and suffering may be reduced
- The number of long term disability claims may be reduced as are the financial obligations on short term disability plans

1 Three business days.

**THE PAIN OF HER CONDITION WAS
CONSTANT. TO HAVE TO WAIT FOR AN MRI
WAS LIKE TORTURE.**

Debbie has degenerative disc disease and lives with constant pain. An MRI showed that she needed two disc implants in her upper spine. Her physicians felt the implants would give her motion flexibility.

After waiting a year, surgery was performed in August 2007. At her three-month check-up following surgery Debbie was still experiencing distress. She was told she needed a second surgery to correct a problem with one of the implants that was pressing on her spinal cord.

The second surgery in December removed the faulty implant; bone from her hip was used for the vertebrae and a steel rod was inserted between the two vertebrae behind her neck. Unfortunately this surgery caused damage to her shoulder area leaving her again with considerable constant pain.

Another adverse result from the surgery was the disruption of the sympathetic nerve in her neck resulting in Horner Syndrome in her face, causing the drooping of the right eye and a change in her vision.

Debbie was told another MRI was needed to see if it was the disc implants that were causing the shoulder problem. Unable to pay for a private MRI, she faced a long wait of 3 to 6 months for the imaging.

Her company had recently added the Best Doctors Elite Diagnostic Imaging Service to her employee benefits package. Debbie asked for an imaging requisition from her treating doctor and immediately called Best Doctors.

Best Doctors contacted an imaging clinic in Debbie's area and set up an appointment for her within the next two days. Two days after the MRI was completed, Debbie and her physician were sent a copy of the Radiologist's report.

"Within 48 hours of talking with Best Doctors they had made the imaging clinic appointment for me and the imaging was completed – two days instead of 3 to 6 months! I was so thankful that I could get in so quickly. I now have an appointment within a month with an Orthopaedic surgeon specializing in shoulders. Best Doctors was great and the service was wonderful."



**Another MRI was needed
to see if it was the discs
that were causing the
shoulder problem.**

The best way to save lives and improve the quality of life is to avoid misguided care that can often exist. Not because doctors aren't trying their best, they are. But our overburdened medical system has led to fragmentation and long wait times. At Best Doctors we work collaboratively with the member's treating doctors and specialists to provide the member with the confidence that they are correctly diagnosed and have received the right treatment options.

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PRODUCT FEATURES

Membership	Individual: 1 adult Extended Family: - Spouse and unmarried children under age 21, or under age 25 if they are full-time students - Children under age 21 are not covered if they are working more than 30 hours per week, unless they are full-time students - Children who are incapable of supporting themselves because of physical or mental disorder are covered without age limit if disorder begins before they turn 21, or while they are students under 25, and the disorder has been continuous since that time
Enrollment	Mandatory for all eligible members in a group Minimum group is 10 members
Issue Ages for Adults	18th - 65th birthday
Pre-existing Condition Clause	None
Portability	Fully portable for lifetime of the member providing the member is a resident of Alberta and continues payments.
Medical Requirements	No medical underwriting or evidence of insurability is required.
Best Doctors Services	Elite Diagnostic Imaging Service (CTs & MRIs)* InterConsultation*† FindBestDoc*† FindBestCare*†
Covered Medical Conditions	Unlimited usage to InterConsultation, FindBestDoc, and FindBestCare for any serious medical condition with the exception of mental, nervous and chronic pain conditions such as Fibromyalgia. Upon scheduling of the member's diagnostic service, the Best Doctors Member Advocate will determine the level of service that is appropriate the member. Diagnostic Imaging is subject to a lifetime maximum of 3 diagnostic tests (CTs & MRIs) per medical condition.
Waiting Period	No waiting period for groups over 50 employees. 90-day waiting period for groups less than 50 employees.



One Queen St East, Suite 2000,
Toronto, ON M5C 2W5
P: 1 877 419-2378 F: 416-775-2480
bestdoctorscanada.com

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