

**Best  
Doctors®**

*Connecting Canadians to  
world renowned specialists*



**Great-West Life**

*your Benefits Solutions People*



**Best Doctors®**



When you need to be absolutely sure. /



*Is my diagnosis correct?*

*What is the best treatment available?*

*What is going to happen to me?*

These questions likely come to mind for anyone who is seriously ill and facing important decisions about their health and treatment. But when dealing with multiple specialists and healthcare workers in what can feel like a rushed environment, it can be a challenge to know the right questions to ask. Getting answers may be just as challenging.

This is where **Best Doctors**<sup>®</sup> can help. When you make this innovative service part of your Great-West Life group benefits plan, your seriously ill plan members and their treating physicians can connect with world renowned medical specialists to confirm the correct diagnosis and the right treatment plans – which can make a critical, even life-saving difference.

Best Doctors is not a “second opinion” service; rather, it can help deliver a complete and methodical understanding of a plan member’s serious medical condition to the plan member and his or her treating physician. And when you add Best Doctors to your Great-West plan, your plan members won’t be restricted to a list of just a few covered illnesses – almost all illnesses and conditions are covered for Great-West benefits plan members, with the exception of mental, nervous and chronic pain conditions, such as fibromyalgia.

## **Best Doctors has...**

*changed the diagnosis 22% of the time\**

*modified treatment 61% of the time\**

*helped 67.3% of patients avoid one or more invasive procedures\*\**

Best Doctors can make a real difference to someone who is facing a serious diagnosis, or experiencing serious symptoms. By connecting plan members and their local doctors with world renowned specialists, Best Doctors can help confirm the right diagnosis and the right treatment plan options. The Best Doctors global database of 50,000 peer-nominated specialists represents some of the top physicians in the Canadian and international medical communities.

When plan members need to be absolutely sure, Best Doctors is there to answer their questions, verify diagnosis and treatment and help them understand what is happening to them.



*A dedicated member advocate – a registered nurse – provides knowledge, guidance and support to the plan member throughout the entire process, right from the first phone call.*

## ***How are Best Doctors chosen?***

Simply, their medical peers recommend them. Only current Best Doctors receive a survey to nominate and vote for Best Doctors. The survey asks one simple question, replicating the way that doctors find the best care for themselves and their families: "If you or a loved one needed a doctor in your specialty, whom would you choose?"

Physicians are then screened for licensure, certification and disciplinary actions. To ensure the integrity of the Best Doctors database, the process is initiated every 18 months.

Over the past 20 years, the global database of Best Doctors has grown to 50,000 specialists. The first Canadian-only poll, in 2007, increased the number of Canadian Best Doctors to 1,000 physicians.

Best Doctors does not provide, nor accept fees for the privilege of inclusion in the database. Physicians can only be accepted into the database through a peer-reviewed nomination poll.

## ***Putting Best Doctors to work***

*One phone call sets it all in motion.*

When a plan member (or an eligible dependant) has been diagnosed with a serious condition, he or she contacts Best Doctors directly. A Best Doctors member advocate – a registered nurse – will be dedicated to the plan member's case to provide support throughout the entire process. The member advocate will take the plan member's complete medical history and make sure all of the plan member's questions are answered, and will determine which of the Best Doctors services are most appropriate.

Best Doctors will provide a specific diagnosis and treatment options, working with the plan member and their treating physician in a unique collaborative effort that could improve recovery time and outcomes – allowing people to return to work and enjoyment of life earlier.

*\* Results based on cases reviewed by Best Doctors, Inc., during the period 2001-2005*

*\*\* 2005 results based on 465 cases analyzed by American RE-Insurance Company since 2001*

## ***InterConsultation***

The most widely used Best Doctors service, the InterConsultation™ is an in-depth review of a plan member's medical files by world renowned specialists to provide medical opinions and treatment options without the plan member even having to leave home.

When an InterConsultation is recommended by the member advocate, Best Doctors will collect all of the plan member's available medical information, including medical records, diagnostic tests and pathology. A multi-disciplinary team of Harvard-trained physicians performs an exhaustive analysis of the medical information and tests, and has pathology retested at a Centre of Excellence by a top pathologist using the latest staining techniques.

From this review, the team selects a leading world renowned, peer nominated expert from the Best Doctors database of 50,000 specialists, to review the particular case. The specialist confirms the diagnosis and recommends treatment options, and delivers a report to the member advocate.

The member advocate will review the report with the plan member, and if appropriate, the Best Doctors specialist is available to speak directly with the member's treating physician. The InterConsultation serves as a clinical roadmap – helping to give the plan member and his or her doctor the necessary answers to choose the most effective treatment options together.

Each case is unique, so the timeframe for the InterConsultation can vary. On average, the overall completion time – including the collection of medical records and testing of pathology – is six to eight weeks, depending on the complexity of the case. Record collection is often a significant time factor, especially if there are tests yet to be completed.



### ***FindBestDoc***

While Best Doctors is committed to helping people stay close to home and work with their attending physicians, the plan member may request treatment elsewhere. If this option is chosen, the Best Doctors member advocate will use the FindBestDoc™ service to help identify the specialist and medical institution best qualified to meet the specific medical needs. Best Doctors will arrange referrals\* and appointments, and can help to book accommodations\*\* for the plan member.

*\* Access to a Canadian specialist requires a referral from the plan member's treating physician, and is subject to the availability of the specialist.*

*\*\* Expenses resulting from the FindBestDoc service are the responsibility of the plan member.*





## **FindBestCare**

Best Doctors strives to find care for patients within the Canadian healthcare system, but when a plan member decides to seek treatment outside Canada at his or her own expense\*, Best Doctors FindBestCare™ will access hospital and doctor discounts and will ensure vital information is sent to the medical specialists involved. Best Doctors will monitor the treatment to help ensure the plan member receives the care that's needed. This service can help reduce the stress of being away from home.

### **Best Doctors 360°**

Over the past 20 years, Best Doctors has completed over 20,000 case reviews through its InterConsultation program. Best Doctors 360° has been part of the process every step of the way.

Best Doctors was designed to enhance the Canadian healthcare system, not replace it – but patients can often feel confused, overwhelmed or isolated. Best Doctors 360° is a unique program designed to help plan members navigate the healthcare system by providing the resources needed to personally deliver customized advice, guidance and one-on-one support to each of your plan members. For example, if a plan member needs to find resources for an eligible dependant who requires homecare, Best Doctors 360° can help identify government programs that provide services, equipment and support.

Best Doctors 360° may be included as part of an InterConsultation, or on its own to help a plan member when a full InterConsultation is not required.

*\* Expenses resulting from the FindBestCare service are the responsibility of the plan member.*

“Best Doctors creates a win-win situation for all parties. The critically ill patients and families are reassured about the diagnosis made and the best therapy chosen; the treating physician is getting an opinion from a recognized expert, who may also offer alternate diagnoses or treatment possibilities in difficult cases; the employer/insurer also benefits since prompt diagnosis and appropriate treatment generally results in a faster recovery period.”

**Dr. Jean-Martin Laberge**

*Professor of Surgery, McGill University*

*Director, Division of Pediatric General Surgery*

*The Montreal Children's Hospital of the McGill University Health Centre*

*Best Doctors Medical Advisory Board Chair*

**About Best Doctors**

Best Doctors connects seriously ill Canadians and their treating physicians with world renowned medical specialists to help confirm the right diagnosis and right treatment options without the plan member ever having to leave home. Best Doctors provides its service to more than 10 million people in 30 countries – including almost four million Canadians.



*For more information on providing Best Doctors services to your plan members, please contact your benefits advisor or Great-West representative.*

*Great-West is a leading provider of group benefits. Our clients deserve high performance and value, which we consistently provide through innovative product and technology-based solutions. We are **your Benefits Solutions People.***



[www.greatwestlife.com](http://www.greatwestlife.com)

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