



Member Experience

Here is one real-life example of how Best Doctors used our population analytics tools to filter through a client's health data and identify this member as a fit for Best Doctors' services.

Clinical Background

A member in her early 40s suffered a diabetic seizure one day on her way to work, causing two of her lower vertebrae to burst. She received emergency surgery to repair the damage, but was still in continuous pain months later, despite medication and physical therapy.

A year after the surgery, the member tried returning to work, but the pain was still too severe. She consulted with a second spine surgeon, who diagnosed her with post-operative back pain due to failure of surgical hardware, including limited bone healing, a loose screw, arthritis and compression fractures. The surgeon recommended another surgery to remove the hardware.

Best Doctors identified the member using our proprietary algorithms and reached out to the member in a targeted mailing. She then decided to contact Best Doctors to find out if the surgery was necessary.

Expert Findings and Recommendations

The Best Doctors expert, Dr. Edward N. Hanley, an orthopedic and spine surgeon at CMC Orthopedics, explained the member's pain was due to poor healing and collapse of the T-11 vertebra, as well as a metabolic condition that appears to affect bone strength and the ability to heal, thus making it difficult to determine how much the loose screw is attributing to the member's pain.

He recommended she get a DEXA scan to assess bone integrity and recommended against the proposed hardware removal surgery because pain improvement following surgery would be unpredictable. He also suggested she be evaluated by an endocrinologist for a possible bone disorder.

Member Impact

The member chose to follow the expert's recommendation to consult an endocrinologist for a bone disorder and take medication as appropriate. There was \$105,785.38 in cost avoidance by averting the unnecessary surgery.



“I found it very helpful and also vindicated when other highly credentialed doctors say, ‘Yes, we can see where there could be an issue.’ Everyone on my medical team used the information and did tests as well—all based on Best Doctors’ recommendation. They thought the second opinion option was quite impressive.”



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