

FindBestDoc™ Overview

Finding the right doctor for your medical condition can be confusing and frustrating. The Best Doctors FindBestDoc service matches you with the best specialist for your condition.

▶ EVERY PATIENT IS UNIQUE

Best Doctors takes careful steps to recommend doctors that are right for your situation. We consider age, medical history, and other health conditions to find the right doctor for your medical problem.

▶ BEST DOCTORS IN AMERICA

For over 20 years, we have been gathering information on the top 3-5% of physicians in the country. These are specialists who have been chosen by peers in their specialty through a polling process involving thousands of doctors. We survey tens of thousands of doctors across 450 medical subspecialties. Our research team carefully evaluates the doctors to confirm that they are truly outstanding in their field.

▶ HOW WE SEARCH AND MATCH YOU WITH A DOCTOR

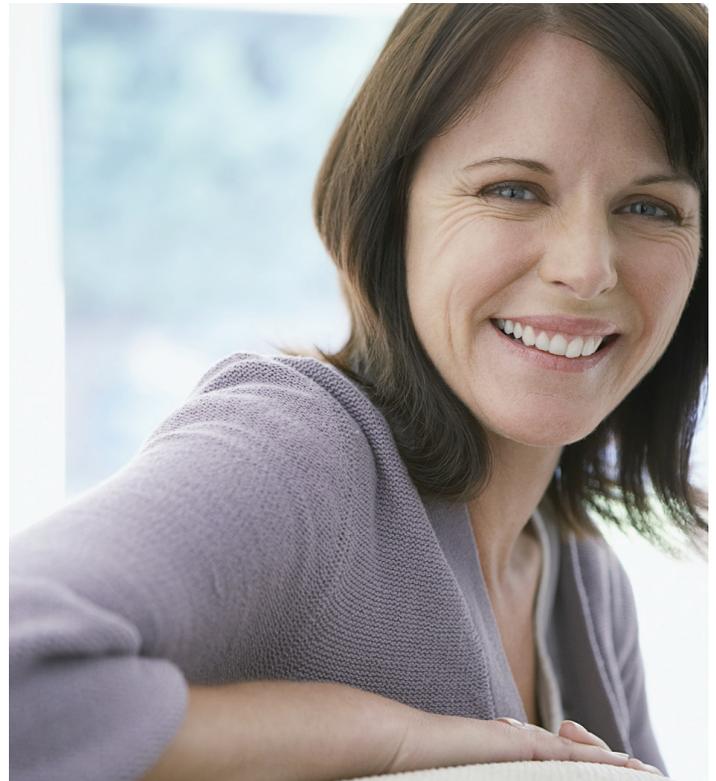
Best Doctors looks for doctors based on their specialized expertise, experience, and research as well as your medical needs. We do the best we can to find doctors who match your request for location, gender or other needs. If a match cannot be found in your area, we recommend doctors that are a little further away.

▶ HEALTH PLAN COVERAGE

Best Doctors calls each doctor's office to confirm that the physician accepts your insurance plan and is taking new patients. However, this is not a confirmation of benefits or coverage. It is important for you to understand your insurance plan benefits and referrals policy.

▶ MAKING AN APPOINTMENT

Best Doctors gives you the flexibility to schedule an appointment that is convenient for you, so we do not arrange appointments. Please be sure to call for your appointment as soon as you can.



Frequently Asked Questions

Q. WHAT DO I DO NOW?

A. Once you select the doctor you want to see, you should contact the office as soon as possible to make your appointment. Please confirm coverage with your health plan before you call. When you call for your appointment, you should also confirm that the doctor can treat your condition.

Q. WHY ARE THESE DOCTORS FARTHER AWAY THAN I REQUESTED?

A. To see the absolute best specialist for your condition, you may need to travel just a little farther than you requested. Keep in mind that our specialists are the top 3-5% of their field. Also, top experts are often at or near teaching hospitals, which may be farther from your location.

Q. HOW ARE YOU DIFFERENT FROM MY HEALTH PLAN?

A. Health plan physician lists include all doctors in the plan network. Our goal is to put you in touch with the very best doctors for your condition, who are also top in their field. We have a very rigorous process for making sure these specialists are truly the best.

Q. DO THE DOCTORS PAY TO BE ON THE LIST?

A. No, this is an independent peer review program. The doctors do not pay to be on our list, and we don't pay doctors who participate in our surveys and voting.

Q. SO I HAD MY APPOINTMENT. HOW CAN BEST DOCTORS HELP ME?

A. Once you have a diagnosis and have talked to your doctor about how it can be treated, this may be a good time to make another call to Best Doctors. Our **Expert Medical Opinion Service** can help you understand your options and be absolutely sure the care you are getting is right for you. Call Best Doctors at 1-866-904-0910. There is no cost to you, and the call is confidential.

Get the Most from Your Doctor Visit

The time you spend with your doctor is incredibly valuable, and you have an important role to play to make sure you receive the best care possible.

Here are some tips to help you prepare for your visit:

▶ GIVE INFORMATION

Tell your doctor everything you think he or she needs to know.

- Tell your doctor all your current symptoms. Writing them down can be helpful.
- Bring a “health history” list with you, and keep it up to date.
- Always bring any medicines you are currently taking with you.
- Talk about any allergies or reactions you have had to your medicines.
- Tell your doctor about any herbal products you use or alternative medicines or treatments.
- Bring other medical information, such as x-ray films, test results, and medical records.

▶ GET INFORMATION

Ask questions and take notes.

- Write down your questions before your visit.
- Don't be afraid to ask the doctor to repeat information or write it down for you.
- You might want to bring someone along to help you ask questions and remember the answers.
- Ask your doctor to draw pictures if you think it can help.
- If you need more time than the doctor has, discuss a follow up visit. Or perhaps you can speak to a nurse or staff assistant.



▶ FOLLOW UP

Call the doctor if anything is concerning you.

- Don't forget to schedule any tests or lab appointments the doctor recommends.
- Call your doctor if your symptoms get worse, or if you have problems with your medicine.
- Call for your test results if your doctor does not call you with them.
- If your doctor said you should see a specialist, make an appointment. Best Doctors can help you find a specialist if needed.

▶ CALL BEST DOCTORS FOR HELP

Once you have a diagnosis and have talked to your doctor about how it can be treated, this may be a good time to make another call to Best Doctors. Our experts are here to help you understand your options and be absolutely sure the care you are getting is right for you.

Source: Agency for Healthcare Quality and Research (www.ahrq.gov)

Call Best Doctors to be Sure



GET AN EXPERT MEDICAL OPINION

Now that you have met with a specialist, you probably need answers to harder questions:

- Is this treatment right for me?
- Is surgery really my best option?
- Is there something else I should know about my condition?

Best Doctors is here to get you the answers you need. You can get a free and confidential Expert Medical Consultation over the phone. Simply call us at 1-866-904-0910. A nationally recognized Expert in your condition can review your case and give you an expert second opinion.

WHAT TO EXPECT WHEN YOU CALL

▶ WE LISTEN

The Best Doctors expert medical consultation process is different than our FindBestDoc process. With a simple phone call, a Member Advocate nurse will take your completely medical history and make sure all of your questions are answered.

▶ WE INVESTIGATE

We then gather all of your medical information, including all medical records and tests, and select a world-renowned Expert Doctor to review your case. The Expert Doctor writes a detailed report based on all the information provided by Best Doctors.

▶ WE ANSWER

Finally, Best Doctors will deliver to you and your treating physician an easy-to-understand report summarizing the Expert Doctors findings. Your Member Advocate nurse will review all the information with you and answer any questions. Now you and your doctor have the information you need to confidently choose the most appropriate next steps together. Best Doctors is always available for follow-up questions.

***Free and Confidential**

One phone call can get you started
1-866-904-0910

