



How Medical Uncertainty Affects the **Retail Industry**

Executive Summary

The retail industry is currently experiencing a major transformation that has drastically changed the way consumers shop. With the emergence of online shopping and mobile apps, shoppers are turning to the Internet to make purchases. Since 2000, nearly three-quarters of retail sales growth has occurred through online channels.¹ As a result of this shift, many major retail chains have closed locations, and in some cases have even shifted their entire business online.

The retail industry is also notoriously volatile, being forced to make adjustments to staff levels when sales fluctuate. With retail executives under increasing pressure to meet sales goals, employee morale and engagement can suffer, leading to high turnover rates.

This paper addresses some of the pain points facing the retail industry today, and offers solutions to help address the needs of employees in this space.

What's inside:

- Recent trends in the retail industry
- Challenges facing the retail industry today
- How the right benefits can help decrease health care costs for retail employers
- Employer and personal experiences

What Retail Employees Say About Best Doctors

“Above and beyond. **Just excellent.**”

“Best Doctors provided me with a report that made me feel more confident with my doctors.”

“My overall experience was outstanding.”

“The final report I received was easy to read and understand. **My hopes to be 100% ME again now look positive.**”

“Very professional staff; I was surprised with how quickly they responded with a diagnosis and answered all of my questions.”

“I was apprehensive at first but Best Doctors **calmed my fears** and offered helpful advice. Very highly satisfied!”

“This is an **outstanding service** that a lot of associates could benefit from. The people on the other end of the line genuinely care.”

About Best Doctors

Best Doctors, Inc. is the trusted global medical resource for ensuring that individuals have the right diagnosis and treatment, helping to dramatically improve the quality of care and reduce costs. Founded in 1989 by two Harvard Medical School professors, Best Doctors serves more than 700 employers, health plans, and other clients, touching more than 30 million members in countries all across the world. Best Doctors has received accolades from the media and the medical community as the leading organization for connecting patients with the best medical care. www.BestDoctors.com

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