

BEST DOCTORS. BEST SOLUTIONS.

BEST DOCTORS IS A WORLD LEADER IN CONNECTING PEOPLE WITH TOP MEDICAL SPECIALISTS TO CONFIRM THEIR DIAGNOSIS AND TREATMENT PLAN.



TURN TO THE BEST

If you became seriously ill, or your doctor had difficulty with a diagnosis, imagine your anxiety. Being diagnosed with a serious illness can be financially and emotionally stressful. Through Sun Life Financial's partnership with Best Doctors® and through your employer's Extended Health Care group plan coverage, you and your treating physician will be connected with top medical specialists from Best Doctors global network of 50,000 specialists to help verify your diagnosis and best treatment options, without you ever having to leave your home. Best Doctors has more than 10 million members in 30 countries – 4 million in Canada alone. Now you too can receive clear answers about your diagnosis or treatment plan from the world's leading experts.

HOW DOES BEST DOCTORS WORK

With Best Doctors, you have access to a Member Advocate, a Registered Nurse, who will be dedicated to your case and will support you throughout the entire Best Doctors process. Your Member Advocate is responsible for liaising with the doctors who are reviewing your case, keeping you informed on any progress and providing you with the guidance and ongoing support you need.


FAMILY USE OF BEST DOCTORS SERVICES

If your spouse or dependent child suffers from a serious medical condition*, they have access to Best Doctors services. These services can be used while your Extended Health Care group coverage is in effect.

ONE SIMPLE PHONE CALL

By calling 1-877-419-2378, you will be connected to one of Best Doctor's Member Advocates who will help you get started. This Member Advocate takes care of all the details for you to begin the Best Doctors Check-up.

CALL 1-877-419-BEST(2378) today.
www.bestdoctorscanada.com



**I HAD A HEART
PROBLEM
BUT NO ONE
COULD FIND IT**

WHEN YOU NEED TO BE SURE CALL BEST DOCTORS

A 13 yr old girl, active and athletic, complained of clusters of very rapid heartbeats and episodes when her heart pounded. Her mother was quick to act, sending the child to the doctor. But, by the time the doctor could see her, the episodes had passed. The young girl was dismissed without diagnosis or treatment.

The girl's mother phoned Best Doctors. A Best Doctors Member Advocate, a Registered Nurse, recommended FindBestDoc™ to quickly locate a Paediatric Cardiologist, while an InterConsultation™ was initiated. The Member Advocate collected all her medical files and information, and an exhaustive review began. Meanwhile sports were out for the young girl, and she wasn't to be left alone until the review was complete.

The Best Doctors InterConsultation report arrived at about the same time as the cardiac specialist's appointment. Both concluded that she had a ventricular tachycardia and required a catheter inserted into her heart to control the arrhythmia. The Best Doctors report confirmed a condition much worse than initially anticipated. Without treatment, the girl's heart would enlarge and she would have heart failure.

Surgery was performed just before the girl's 14th birthday. The grateful mother said Best Doctors was like a lifeline, "Without Best Doctors, I don't think my girl would have been treated even now. They were able to obtain her medical records when I couldn't, and they gave us good advice while we were waiting to see the specialist. Best Doctors could literally mean the difference between whether you survive or not. They probably saved her life."

**SEND YOUR DIAGNOSIS THROUGH THE
BEST DOCTORS CHECK-UP**

SEND YOUR DIAGNOSIS THROUGH THE BEST DOCTORS CHECKUP

CONNECT



Call 1-877-419-2378. A Member Advocate, a Registered Nurse, will be dedicated to your case and will support you throughout the entire process. Your Member Advocate is available to speak with you whenever you have questions. It is important to note that Best Doctors does not replace your relationship with your current physician. Rather, we offer additional resources, support and information to you and your treating doctors. After you sign a Release of Medical Information form, we will begin to collect your medical records on your behalf. Your Member Advocate will take your complete medical history and will answer any questions you have about your diagnosis or treatment. The information you share will never be passed on to your employer or health insurance plan.

INVESTIGATE



Our multi-disciplinary team of Harvard trained physicians completes an indepth analysis of all medical information by deconstructing and reconstructing your diagnosis. All pathology is retested by a top pathologist at a Center of Excellence. Choosing from a worldwide network of 50,000 specialists, the team then

identifies the best qualified expert(s) in your illness to make a final determination.

ANSWER



The Best Doctors specialist prepares a comprehensive report summarizing their findings that either confirms or changes your diagnosis and treatment options. Your Member Advocate will carefully

review all the information with you and answer any questions you may have. You and your attending doctors get valuable insights from top experts and constant support from the Member Advocates at Best Doctors – without leaving home. When you receive the report you and your treating physicians can work together to choose the most appropriate next steps.

WHO CAN I CALL IF I HAVE MORE QUESTIONS?

As part of your Extended Health Care group plan coverage, you can contact Best Doctors directly at 1 877-419-BEST (2378) or visit bestdoctorscanada.com

BE ABSOLUTELY SURE CALL BEST DOCTORS

Best Doctors does not replace your relationship with your current physician. Rather, we offer additional resources, and support to you and your treating doctors. This is a confidential service provided within your employee benefits plan. Any services or products that you may use through Best Doctors are at your own discretion and are not the responsibility of your employer or Sun Life Financial. This is not insurance. You will soon receive additional information about Best Doctors.