

# Best Doctors

## Your link to world-leading medical expertise



If you have been diagnosed with a worrying illness, injury, chronic condition or are suffering the symptoms of a mental health disorder, Best Doctors® connects you to the best minds in medicine to help ensure you get the right answers about your condition, diagnosis or treatment plan, allowing you to make informed medical decisions. In short it gives you peace of mind at a time when you need answers most.

Best Doctors is a valuable complimentary benefit offered to all to all employees of employers with Generali UK Group Income Protection policies and their eligible\* dependents. Free unlimited access to Best Doctors services is available through confidential telephone helplines 0800 085 6605 for general conditions and 0800 048 9011 for mental health conditions from 9 am to 5 pm Monday to Friday and also online access at <https://general.askbestdoctors.com> for general conditions.

### THE FEATURES

#### Expert Medical Opinion Service

For regular conditions Best Doctors assigns a dedicated Case Manager and identifies the most appropriate consultant to undertake a paper-based review of your case if appropriate. The case Manager will arrange for all relevant documentation to be collected (case notes, test results etc) and will discuss the content of any resultant report with you. No consultation or examination is required, and you can share the detailed, confidential report with your treating doctor if you wish.

#### Find Best Doc™ Referral Service \*\*

Best Doctors will carry out a customised search across a continuously updated database of world-leading specialists to identify up to three expert consultants, in a location suitable to you, for an in-person consultation. Any consultation or treatment is self-funded.

#### FindBestCare® – Navigation Service (self-funded)

After completing your Expert Medical Opinion service, should you choose to receive treatment outside the UK or Republic of Ireland at your own expense, Best Doctors will provide assistance with coordinating your appointments, hospital admittance, accommodation and travel.

#### Member Call Centre \*\*

Call the Member Call Centre to open a case for review or to receive guidance on the Best Doctors benefits available to you or your eligible\* dependant. You can also find all the benefits of Best Doctors' expertise and knowledge at the click of your mouse by accessing to their services online through the member portal <https://general.askbestdoctors.com>. The platform includes extensive exclusive online suite of videos.

#### Expert Medical Opinion Service for Mental Health Conditions

If you are suffering the symptoms of a mental health disorder our medical team will do an assessment and if necessary, you will have access to a local expert for diagnosis and treatment recommendations, via online video call. Through this process our team are on hand to help navigate the health system for the appropriate support.

### ELIGIBILITY

\* Eligible dependants include the employee's spouse/partner, parent, brother or sister living in the same household; any legal dependant under the age of 21 and in full time education; or any other legal dependant who is dependent on the member because of disability. Family members must meet all of the above eligibility conditions and MUST be above the age of 18.

\*\* Specific services, as indicated above, are available to non-household-resident dependant parents as part of the Eldercare Support Service.



## THE BENEFITS

- Access to an international database of 50,000 leading medical experts – covering around 450 different sub-disciplines – chosen by their peers as the best in their respective fields.
- Clarity and peace of mind that you are receiving the best advice to help you make informed decisions on your treatment or to ask the correct questions of your treating doctor.
- Thorough written report, providing an explanation of the treatment that the Best Doctors experts believe will be most effective (which you can share with your treating doctor).
- The possible avoidance of unnecessary surgery/invasive procedures.
- Wide eligibility allows access to Best Doctors for your immediate household family.
- Eldercare Support Service, gives your dependant parents access to several valuable Best Doctors benefits whether they live with you or not.
- No need for a face-to-face consultation or examination, it can be all done from the comfort of your home.

**“97.5% of people surveyed said they would recommend Best Doctors to their families and friends.”**

Source: Best Doctors customer survey 2018 for Expert Medical Opinion completed cases.

## Telephone Helpline

9am-5pm Mon-Fri

**0800 085 6605 for general conditions**

**0800 048 9011 for mental health conditions**

**+44 (0) 203 608 9477 if calling from abroad**

**<https://general.askbestdoctors.com>**

The Expert Medical Service, InteConsultation™, is provided free of charge. In the event that the individual chooses to pursue any recommended course of treatment, consult a doctor recommended by the FindBestDoc™ service, or utilise the FindBestCare® service, neither Best Doctors, your employer nor Generali are liable for any costs incurred – these must be met by the individual concerned or their Private Medical Insurance if prior approval is obtained. Best Doctors, the star-in-cross logo, InterConsultation, FindBestDoc and FindBestCare are registered trademarks of Best Doctors, Inc. in the United States and other countries.

Calls to the 0800 number are free from a UK landline. Mobile and international call costs may vary.

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