

Best Doctors

Your link to world-leading medical expertise



If diagnosed with, or having difficulty with the diagnosis of a serious medical condition or injury, 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 UK employees of Generali UK's Group Income Protection policyholders and their eligible* dependants.

THE FEATURES

Interconsultation™ – The expert medical advice service

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.

Member Call Centre ** 0800 085 6605 9am-5pm

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.

Medical Information & Video Portal (24hr) www.askbestdoctors.com**

You can also find all the benefits of Best Doctors' expertise and knowledge at the click of your mouse on the medical information and video portal. This includes exclusive online health and wellness tools including health advice and an extensive suite of videos.

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 InterConsultation, 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.

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.

** 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 53,000 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.
- Access to the latest technologies and developments in a particular field of medicine to help ensure you receive the right care.
- Wide eligibility allows access to Best Doctors for your immediate 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.

“96% of people surveyed said they would recommend Best Doctors to their families and friends.”

Source: Best Doctors customer survey, 2014

Member Care Centre

0800 085 6605 / 00 44 203 6089 377

(UK)

(from abroad)

www.askbestdoctors.com

InterConsultation™ service 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.