



Best Doctors®

Connecting you to world-renowned medical specialists

Imagine the anxiety that comes with the diagnosis of a serious condition. Can you imagine how you'd feel or the questions you'd have? Chances are you'd want information – or a second opinion – as soon as possible. Good news - there's a way to help answer your questions.

Introducing, Best Doctors

Their world-renowned specialists can help give you answers and assurance. You can get the information you need to make confident decisions – all from the comfort of your home.

One phone call

Call **1-877-419-BEST(2378)** and you'll reach the Best Doctors clinical team. You're assigned a registered nurse (your member advocate) that takes care of all the details for you. Your member advocate will get the Best Doctors expert medical review process going to see that you have the right diagnosis and treatment plan.

For more information, or to contact Best Doctors through their website, visit: bestdoctors.com/canada/canadalife

Benefits

Personalized, one-on-one service – You'll receive personalized advice, service and recommendations. This can help you understand and deal with your medical diagnosis, treatment plan and other related issues.

Convenient access to medical expertise – You're one call away from accessing the expertise and knowledge of 50,000 physicians in over 450 specialties and subspecialties worldwide. These experts can help confirm the right diagnosis and treatment options for your case. You can even share your expert's recommendations with your local doctor.

All Best Doctors services are also available to your parents, parents-in-law and other dependants.

Service features

Your member advocate will figure out the level of service needed and provide you with guidance and support.

- **Expert Medical Opinion** – Provides an in-depth* review of your medical records and diagnostic tests from a world-renowned expert to confirm or recommend a change in your diagnosis and treatment plan.
- **FindBestDoc** – Locates leading Canadian specialists considered best able to handle a case, based on your criteria. These recommendations can be provided to your current treating physician for a referral.
- **FindBestCare** – If you choose to seek treatment by a physician who is outside of Canada, Best Doctors identifies specialists considered best able to handle a case, based on your criteria.**

BestDoctors360° – Helps you navigate the healthcare system and address your issues. Need to find homecare? Need to identify community resources that provide services, equipment and treatment? This may help.

Ask the Expert – Provides you with answers to basic questions about your health conditions and treatment options. You'll normally get your answers within five business days, depending on the nature of your questions. You'll receive your answers in the form of a written report emailed directly to you.

- **Mental Health Navigator** – A program that links you to a network of clinicians and experts who will guide you towards the help you need to improve your mental health.

*Length of time to complete Expert Medical Opinion service can vary depending on the complexity of each case.

**You are responsible for all costs related to treatment, travel and lodging.

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