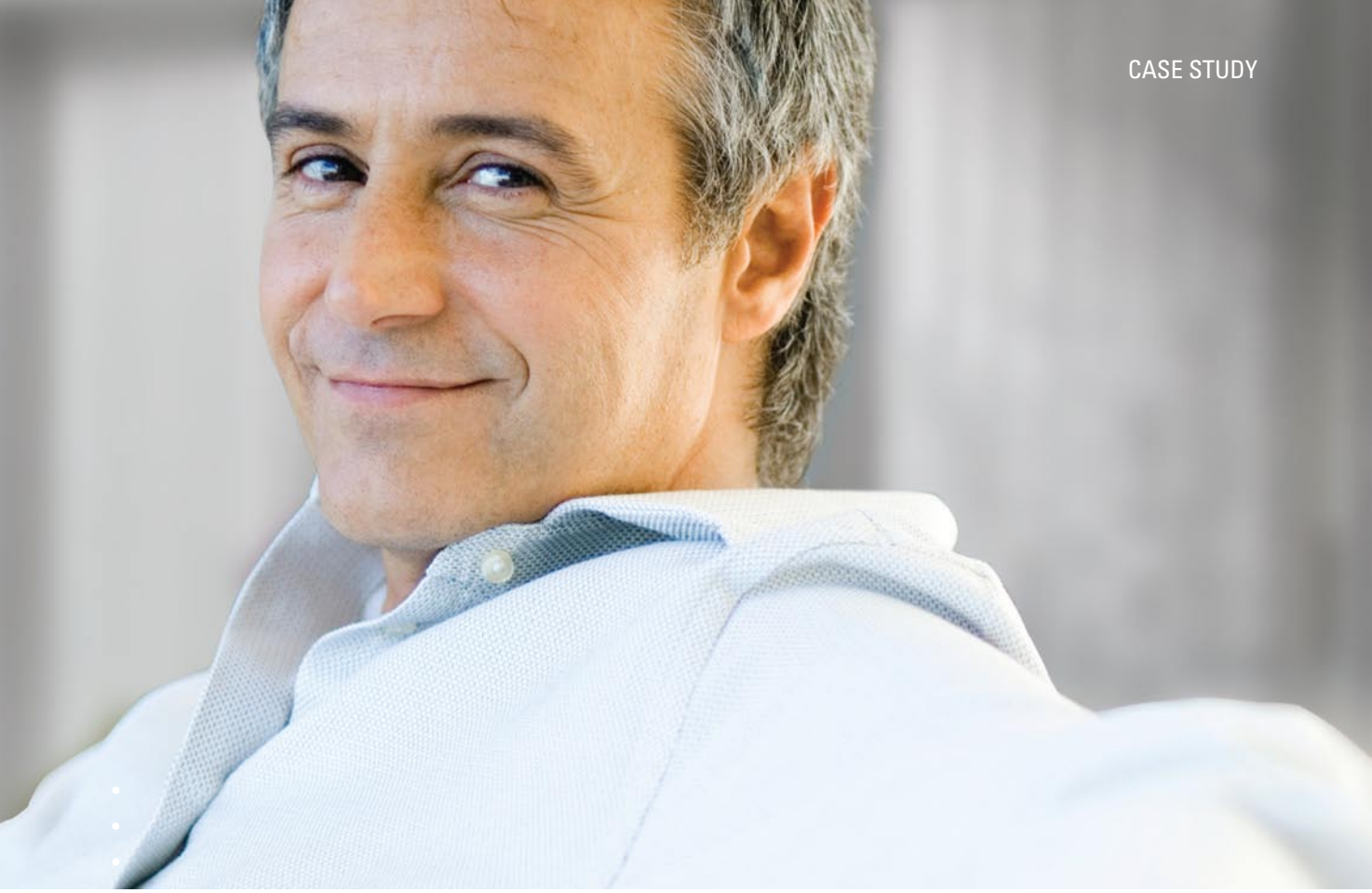
Extraordinary Impact

The Right Diagnosis – Right from the Start

Best Doctors®



Name: Dave

Case Overview: Surgery for patent foramen ovale (PFO) was recommended by his physician.

Best Doctors Expert Findings: Surgery not indicated. PFO exists in 15-25% of normal individuals, not directly linked to neurological events like vision loss.

Impact: Avoided major heart surgery, recommended additional blood tests, healthy diet and exercise, basic aspirin regimen.

Total Company Savings-

$80,000

Dave thought he was having a stroke…

when he experienced a sudden loss of vision in his right eye.

During diagnostic work to determine what caused his vision loss, Dave's cardiologist diagnosed him with a patent foramen ovale (PFO), an opening between the right and left chambers of the heart – something that usually closes in the first or second year of life. Additional tests, including an MRI helped rule out the possibility of a stroke. Repeat testing showed normal visual fields.

Dave's cardiologist recommended heart surgery to close the opening between the heart chambers.

Right diagnosis.

Concerned about such an invasive procedure, Dave called Best Doctors to confirm whether corrective surgery is required. The Best Doctors expert took into consideration Dave's history – a previous back surgery, past smoking, a high stress job and sudden rapid heart rate. The expert confirmed that Dave's diagnosis was correct, but he also noted that a PFO exists in 15-25% of normal individuals, and could not be directly linked to a neurological event such as temporary vision loss.

Immediate impact.

Based on a first, minor episode, the Best Doctors expert recommended against heart surgery to close the PFO – instead recommending additional lab tests, a heart rhythm monitor, and more detailed eye exam, healthy diet and exercise. These recommendations along with daily doses of aspirin helped put Dave on the path to greater heart health awareness and avoid imminent surgery.

A Step Ahead

Getting the right diagnosis and treatment plan – up front – provides immediate savings and cost control for the long run.

Avoid the High Cost of Misguided Care

It's astonishing. 30% of every healthcare dollar is spent on duplicative or unnecessary care.*

That's costing your company money – and impacting employee lives.

Best Doctors is a healthcare solution that benefits all employees. Complementary to your current health plan or managed care program, our expert medical consultation service improves quality and reduces costs by ensuring your employees get the right diagnosis and the right treatment – right when they need it. This has a direct and immediate impact on cost and quality of care.

Integration for Greater Value

Best Doctors arms your employees with valuable medical information – backed by expert opinions – so they can have a more informed conversation with their own doctor. Our integrated model works in concert with other programs in your benefits suite. And when a member just needs to see the right doctor in their immediate area, Best Doctors Physician Referral Support Service helps get them to the very best specialist or sub-specialist for their condition.

Regardless of the exact path, Best Doctors is the perfect complement to your existing health services. We'll provide the immediate cost savings your organization needs, while integrating with your other health benefits to provide more efficient, long-term cost improvements.

Expert Consultation Exponential Value

As many as one in five patients are treated based on an incorrect diagnosis.

Best Doctors' flagship expert consultation services employ a proven process that has shown:

- **38%** of surgeries can be avoided.**
- **20%** of cases are misdiagnosed.**
- **60%** of cases require a change in treatment.**

These are the facts that drive up costs, increase anxiety and negatively impact medical outcomes. Through expert medical decision support, we provide trusted expertise for some of life's toughest medical situations. Simply put, you won't be spending resources on the wrong care for your employees and their families.

Improving Healthcare Quality

Employer Value

- Reduces medical cost in real time
- Empowers employees to take an active role in healthcare decisions
- Guaranteed savings

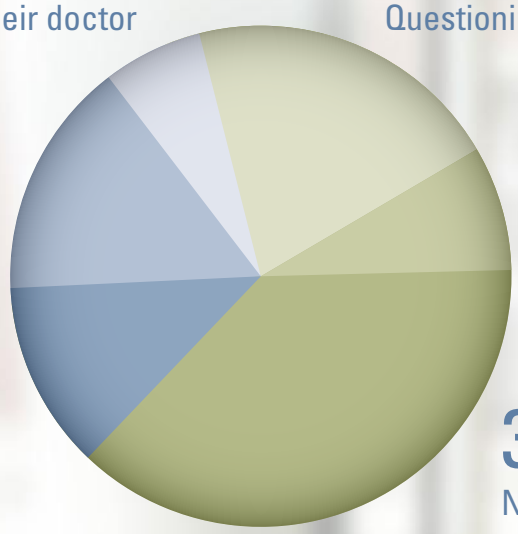
Employee Value

- Provides peace of mind through the best information available
- Access to world-class medical expertise
- Stops unnecessary or misguided tests/care

Best Doctors is the perfect solution to empower employees and their treating physicians in making better health choices.

*TIME Magazine June 15, 2009
**Best Doctors 2008 Case Review Findings

People Reach Out Because They Feel Unsure About Their Care



Proven Process with Superior Outcomes

Multiple Pathways Successful Outcomes

We understand there are multiple pathways to successful outcomes. Our nimble process directs members to the right pathway – continually offering support and arming members with information to help them make informed decisions about their healthcare.

Our member care team is trained to help employees ask the right questions, communicate their uncertainty, understand their healthcare concerns and help them navigate the health system.

Unprecedented Expertise

More than two decades ago, two Harvard Medical School physicians had a vision of making the best medical expertise available around the world. Today, Best Doctors serves members in more than 30 countries worldwide.

Best Doctors physicians are recognized as the top 5% of all doctors in the nation. Our team of researchers routinely vets this list against stringent, unbiased criteria to ensure we always provide access to the absolute best expert for each particular member condition.

Covering more than 40 specialties and 400 sub-specialties, these are the experts that the doctors themselves would go to for medical care.

Personal From the First Interaction

Providing access to Best Doctors services as a member benefit, you immediately give your employees better, more effective medical options – and peace of mind.

The moment a member calls Best Doctors, a Member Advocate is permanently assigned. It's part of

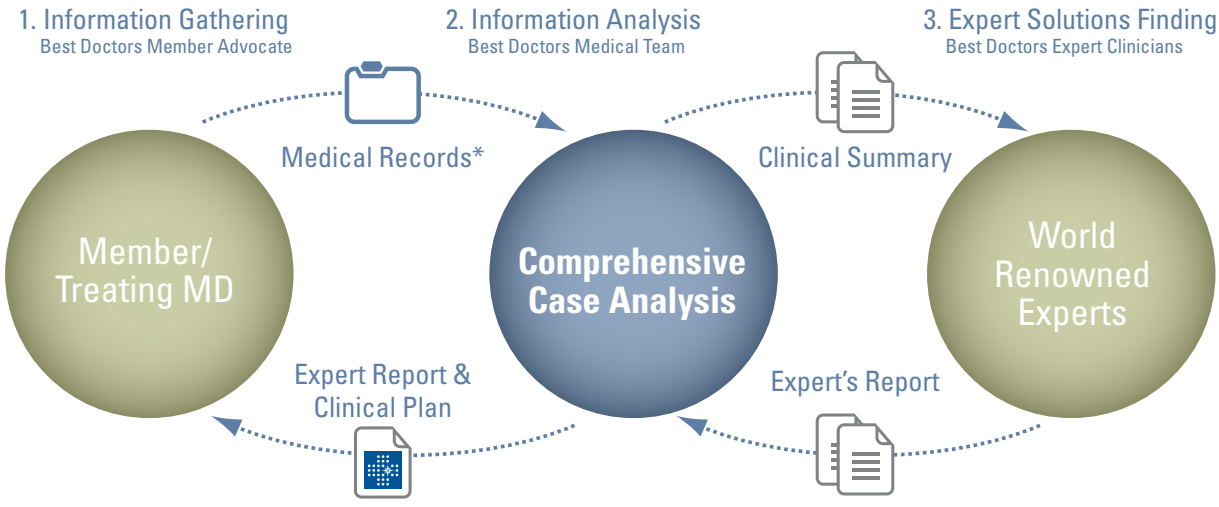
a comprehensive approach that integrates medical professionals from the first interaction.

Process-Driven Results

Next our team of esteemed physicians and medical directors do an intensive review - evaluating patient records and medical history along with the original diagnosis and the member's own questions and concerns. The Best Doctors **Medical Analytical Process** ensures each case has simply the best expert or experts working on it.

With the perfect mix of expertise, we deliver our consultation in the final form of an Expert Report that is clear and easy to understand. Your employees can be absolutely sure they have the right diagnosis and treatment. And they become better informed healthcare consumers at the same time.

Bottom Line:
Your employees get the best possible access to expertise when they most need it.



* Member's medical records, MRI image, CT scans, Pathology slides, other clinical materials

Name: Brenda

Case Overview: Irritating right knee pain diagnosed as arthritis, recommended steroid injections and knee replacement surgery.

Best Doctors Expert Findings: Combining case history with member's current level of activity, expert recommends ibuprofen and physical therapy - not surgery.

Impact: Avoided major surgery, alleviated anxiety about lifestyle restrictions.

Total Company Savings-

$94,000

An active teacher, Brenda had been dealing with irritating right knee pain for several months…

when she was diagnosed with degenerative joint disease of both knees. She was treated with medications and steroid injections with some improvement. Her physician recommended steroid injections every 3 months until the school year ended – then bilateral knee replacement surgery.

Right diagnosis. Working with a Best Doctors expert, Brenda shared her history – that her right knee had been unstable ever since a teenage injury. She also expressed her reluctance to undergo surgery – fearing a long, painful rehabilitation and a hinderance to her normal activities.

The expert reviewed her full diagnostic workup including lab testing, multiple knee X-rays and MRI scans. Considering these test results and the fact that Brenda was still able to walk 3 miles several times a week, the expert did not feel she should undergo a bilateral knee replacement.

Immediate impact. The Best Doctors expert recommended continuing with conservative treatment including over-the-counter medications for the pain and physical therapy to strengthen weakened leg muscles.

Brenda was able to avoid knee replacement surgery and reassured that she could continue her daily routine and 3-mile walks.

Member Engagement – Extraordinary Impact

Making it Simple

We work in partnership with you to clearly communicate that using the Best Doctors high-value benefit is simple, effective and empowering.

You're busy - we get that.
Our streamlined process makes implementation and administration simple. Your dedicated account manager works in partnership with you to provide member engagement tools that are effective and empowering.

Our program embraces your company's cultural strengths and includes ongoing touchpoints that encourage members to take an active role in their healthcare. We give them certainty. We help them ask the right questions. And we empower them to have more effective conversations with their own treating physician – essentially giving them the support they need to navigate an often overwhelming healthcare system.

Through effective member engagement, Best Doctors drives positive member experiences. We seamlessly integrate with other health benefits to improve the value of your overall programs.

"Our employees have completely embraced the program, and we are pleased that so many people have been able to tap into world-class medical expertise provided by Best Doctors."

~Delia Vetter, Senior Director, Benefits and Programs, EMC Corporation

"Already we credit the program with saving two members' lives. It has also resulted in a savings of $800,000 for the organization so far, as more individuals are getting appropriate care from well-matched, high-quality physicians."

~George McGregor, Administrator, Southern California Schools VEBA

Let us show you how.

Learn more about how Best Doctors can decrease healthcare costs while improving overall quality. Call today to schedule a needs assessment and overview of our flexible, customized programs.

www.bestdoctors.com | 1.800.223.5003

Best Doctors®

Best Doctors, Inc
One Boston Place, 32nd Floor
Boston, MA 02108 USA
Telephone: 617.426.3666
Toll-Free: 1.800.223.5003
Fax: 617.426.8595
Email: info@bestdoctors.com

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