

The Best Doctors InterConsultation™ process

How does it work?

You contact Best Doctors by
calling toll-free 1800 388 097

You discuss your medical issues and key concerns with
a medical professional from Best Doctors in Australia.

You provide consent for Best Doctors to gather
and analyse your medical information.

Best Doctors selects a leading medical specialist
based on your specific medical needs.

Best Doctors confers with the specialist
who analyses your case and writes a
report which addresses key concerns.

This report will be sent to a medical
professional from Best Doctors in
Australia who will call you to share
the main findings of the report, prior
to forwarding the report to you.

On
average,
15–20
business
days
if review of
pathology
is not
required.

After receiving your report, you can call Best Doctors
with any questions you may have. You may also
share this report with your treating doctor.

How to contact Best Doctors

For more information call Best Doctors from
anywhere in Australia on **1800 388 097**

Important information

Best Doctors isn't insurance (including health insurance) and it doesn't replace
your relationship with your current doctor or medical specialist.

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Your guide to Best Doctors®

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 Best Doctors®



Medical advice when you need it most

Imagine for a moment your doctor has told you, or someone in your immediate family, you're seriously ill.

Your first reaction at this emotional time will be to ask a number of key questions:

- Am I making the best treatment decision?
- Is the diagnosis correct?
- Is surgery the best option?
- Are there any new treatment options we should consider?
- What's going to happen to me and my family?

The answer is you speak to Best Doctors.

A unique medical advice service

Best Doctors gives you and your family¹ access to leading specialist medical advice from around the world.

It means you don't have to waste precious time researching for leading specialists or treatments (a Google search for 'Cancer', for instance, reveals 189,000,000 results, a bewildering amount of information for anybody).

Best Doctors does it all for you.

What is Best Doctors?

Best Doctors was founded by doctors from the Harvard Medical School in 1989 and now helps people in over 30 countries around the world; including the US, UK and Canada.

Best Doctors was established to achieve one specific goal; namely to connect ill people to a network of peer-nominated, leading specialists from around the globe.

These doctors will be able to provide confidence, clarity and certainty to the patient's diagnosis and treatment plan.

The end result could change a life.

Which illnesses or conditions does Best Doctors review?

Best Doctors will arrange leading specialist medical advice about serious medical conditions such as cancer, stroke and any other conditions causing you major discomfort or disruption to a healthy and productive life.

The illness doesn't need to be a claimable condition under your MLC Income Protection scheme.

Again, this applies to anyone in your immediate family.



And all this is done at no cost to you². The Best Doctors benefit is provided to you (and your immediate family) as a member of the Income Protection insurance arrangement your employer has with MLC.

Best Doctors has already helped hundreds of people in Australia with 97% of those saying they would recommend the service to family and friends.³

¹ Family means you (as the insured), your spouse and your dependent children.

² When accessing the service, you may incur personal expenses such as faxing or mailing any completed information and consent forms to Best Doctors.

³ Best Doctors Quality Survey, June 2010.

If you have any further questions please call Best Doctors on **1800 388 097**, or contact your HR department.