

Employee Health Care Conference

Improving the Health of a Global Workforce:
Key Challenges and Considerations

Today's Speakers



Evan Falchuk, President
Best Doctors, Inc.

www.seefirstblog.com



Susan Grisso, Sr. HR Manager
Bechtel Corporation

A Third Place...



**We help people get the right care
by assuring the right diagnosis
and the right treatment.**

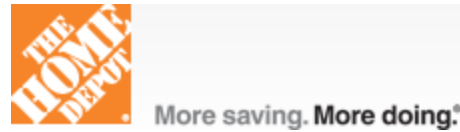
Truly a Global Company

- Cover more than **25 million** lives in over **40 countries**
- **47,000 expert physicians** in the US
- **1000 expert physicians** in Canada
- **4300 expert physicians** in Japan
- **1800 expert physicians** in Europe

Over 250 Clients Worldwide



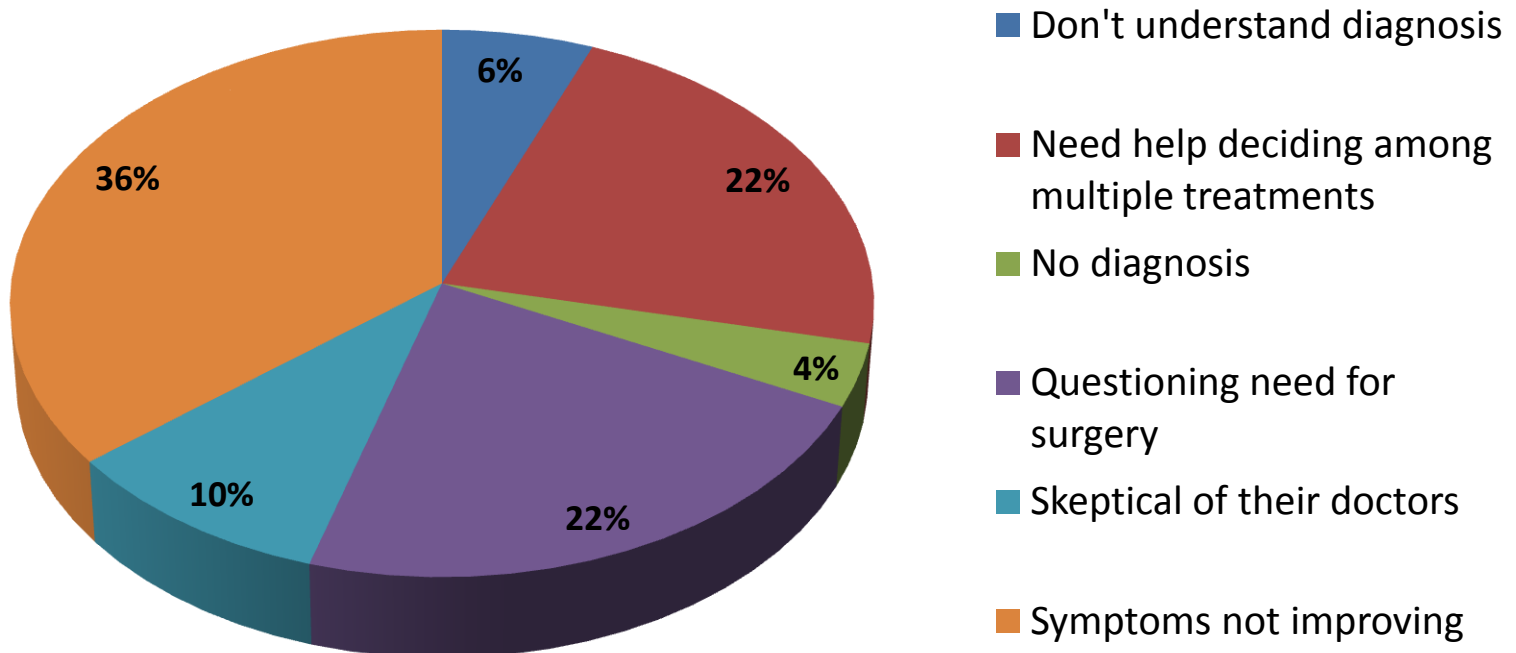
United States - Fortune 500 Experience



Best Doctors Suite of International Services

- InterConsultation Service
- FindBestDoc
- Find Best Care
- Insurance

Reasons People Call Best Doctors



Getting People the Right Care



Emerging Trend

Health and wellness going global

- Historically decentralized model
- Each countries health care needs vary
 - i.e. Canada versus United States
- Employers recognize problems exist in their workforces globally

Global Wellness Issues – Obesity

- More than half a billion men and women are clinically obese
- Rise in modern “conveniences” across the world
- Modern technology = less physical activity

| Global Obesity | 1980 | 2008 |
|----------------|------|-------|
| Men | 4.8% | 9.8% |
| Women | 7.9% | 13.8% |

- **Consequences**
 - ❖ Three million premature deaths from heart disease, diabetes, cancers
 - ❖ Sky rocketing health care costs

World Health Organization, 2008 study

Strain on Global Health Care Systems

■ Time

- United States doctor visits are **15 minutes or less**
- Canada **33%** people had to wait **six or more days to see a doctor** when sick

■ Access

- Australia **28%** people waited more than **2 months** to see a specialist
- Sweden **22%** population waited **4 months** for elective surgery
- United States **50 day** waiting list for PCP appointments

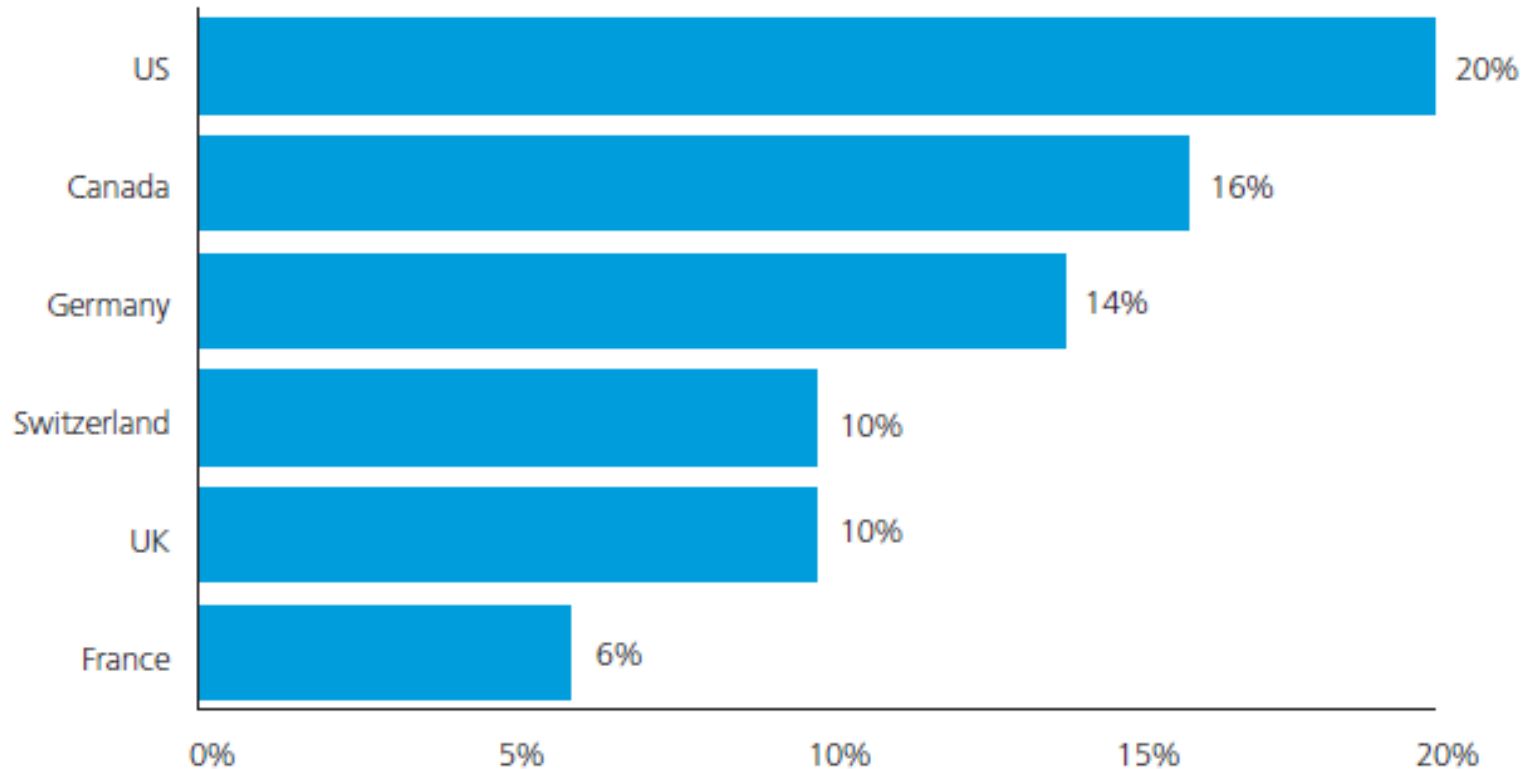
■ Quality

- **20%** or more patients get the wrong diagnosis
- Doctors made errors in **60% -90%** of cases

2010 Commonwealth Fund International Health Policy Survey in Eleven Countries

United States Employers Ahead of the Curve

Participation in Health and Wellness Programs



2010 Deloitte Global Survey of Health Care Consumers

What Can You Impact?

- Wellness
- Supplemental Health Benefits
- Medical Care Issues

Top 10 Real World Considerations

- Identify the data and important issues for your company
- Get strong executive sponsorship
- Leverage existing offerings, locally and globally
- Set realistic, achievable goals
- Pick partners with experience, knowledge and flexibility
- Customize offerings for your corporate culture
- Understand challenges in each market
- Customize offerings for local language, imagery, culture
- Integrate with other vendors/providers
- Build on success

Best Doctors Global Capabilities

Access to the right care and the right diagnosis anywhere in the world

- Experience with expats/inpats and locals
- Proven model for servicing global corporations
 - New countries can be supported with 60-day notice
 - Customized solutions based on client needs
- Experienced clinical team capable of providing full navigational support
 - Multilingual clinical staff
 - Close communication with member and family throughout process
- Experience integrating with other health partners that support multinational workforce

Proven Engagement





Best Doctors[®]

CALL 1-866-904-0910 VISIT WWW.BESTDOCTORS.COM/US

Name _____ Date _____

Address _____

Rx

I need an expert medical consultation
 Better than a second opinion - Best Doctors will select a world-class expert doctor who will provide recommendations on your diagnosis and treatment in a full report. The service is free and confidential, easy, and it's all done over the phone.


Select the best doctor for my situation
 Best Doctors will match you to the right expert specialist or subspecialist for your specific condition. We'll confirm that the expert doctor we recommend for you is taking new patients and accepts your health plan.




WHO HAS ACCESS TO THE BEST DOCTORS IN THE WORLD?

YOU DO.

Best Doctors is free, confidential and a health benefit available to you. It's like a second opinion - only better. You'll get a full report from a top-rated expert doctor who will evaluate your condition and recommend what to do.





Best Doctors[®]
Let's make sure.

CALL 1-866-904-0910
OR VISIT WWW.BESTDOCTORS.COM/US

Messages Integrate with Wellness & Prevention

HealthMatters

February is American Heart Month



Learn the ABCs of Preventing Heart Disease, Stroke and Heart Attack from the American Heart Association

Shouldn't single doctors try?
So why do doctors' heart disease, the single major cause of death, and stroke kill 366,000 in the U.S.?

One reason is lack of commitment to a heart-healthy lifestyle. That lifestyle could help you best defend against heart disease and stroke. It's also our responsibility. By following these three simple steps you can reduce all of the multiple risk factors for heart disease, heart attack and stroke:

1. Walk to 30 minutes every day.
2. Eat heart-healthy meals - including low-sodium, fruits and vegetables.
3. Do not smoke.

For more information on heart conditions and heart health visit: www.heartmatters.org

Heart Problems? Best Doctors Can Help Have an expert look at your diagnosis and treatment plan and answer your questions.

Did You Know?

- Best Doctors is a free and confidential service.
- Best Doctors was founded by Harvard Medical School Physicians.
- Over 2 million people are referred under Best Doctors.
- 80% of our cases have a change in diagnosis.
- 81% of our cases have a change in treatment.

If you have questions call 1-866-904-0910.

Heart Attack Warning Signs


Here are signs that can mean a heart attack is happening:

- Chest discomfort. May be heart attack muscle discomfort or the chest that feels heavy from a flu, indigestion, or that your arms or legs can feel like uncomfortable pressure, tingling, numbness or pain.
- Discomfort in other areas of the upper body. Symptoms can be discomfort in one or both arms, the back, neck, jaw or chin.
- Shortness of breath with or without chest discomfort.
- Other signs: may include breaking out in a cold sweat, nausea, lightheadedness or fainting.

Best Doctors is not just #1 in heart attack, it's a doctor about your lifestyle matter! Fast and on your feet. Don't wait here that call 911 or your emergency response number.

Best Doctors

HealthMatters



Great American Smoke-out

When smokers quit:

- Heart rate and blood pressure drop.
- Circulation improves and your lung function increases.
- Coughing and shortness of breath decrease.
- Risk of coronary heart disease decreases.
- Risk of a stroke is reduced.
- Risk of cancer of the lungs, mouth, throat, esophagus, bladder, cervix and pancreas decreases.
- You will look and feel better, and save money too!

Quitting smoking is not easy, but it can be done!

With all the resources available to help smokers quit, there has never been a better time to quit. The American Cancer Society is here to help.

Call the American Cancer Society Quitline at 1-800-227-2345 to speak with a trained counselor to receive free, confidential counseling.

Heart or Lung Problems?

Best Doctors Can Help

- Have an expert look at your diagnosis and treatment plan.
- Provide you and your doctor access to the opinions of top specialists.
- Answer your questions from diagnosis to recovery.

Best Doctors

GETSMART

A publication of the Southern California Schools Employees Benefits Association / SCEBS (www.scebs.org) • (949) 276-2623

Health Matters

Confused about your treatment choice for a serious back or joint problem?

Best Doctors Can Help

- Have an expert look at your diagnosis and treatment plan.
- Provide your doctor access to the opinions of top specialists.
- Answer your questions from diagnosis to recovery.

Call 866-362-8677 — a FEBA-dedicated number for Best Doctors.

Best Doctors is offered to members enrolled in a FEBA-administered Health or FamilyCare medical plan.

Back Injury Prevention

Always use your common sense when lifting objects and keep some general lifting rules in mind.

- Prepare to lift by warming up the muscles.
- Stand close to the load, facing the way you intend to move.
- Use a wide stance to gain balance.
- Ensure a good grip on the load.
- Keep arms straight.
- Tighten abdominal muscles.
- Tuck chin into the chest.
- Initiate the lift with body weight.
- Lift the load close to the body.
- Lift smoothly without jerking.
- Avoid twisting and side bending while lifting.
- Do not lift if you are not convinced that you can handle the load safely.
- Ask for assistance!

Did You Know?

- Best Doctors is a free and confidential program founded by doctors affiliated with Harvard Medical School.
- Best Doctors has a database of over 30,000 doctors recognized as the best in their field.
- Best Doctors provides you and your doctor information to make your treatment choices.

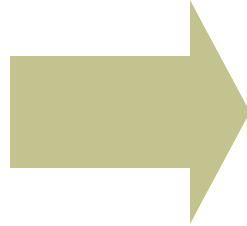
May 2008

Comprehensive Approach to Integration

- Member Engagement/Communications
 - Independent positioning, toll free number/phone tree
- Initial Clinical Education/Workflow Development
 - Extensive training with partners, call transfer protocols, reporting to measure results
- Ongoing Clinical Awareness/Referral Optimization
 - Case of the month, virtual Grand Rounds, workflow refinements

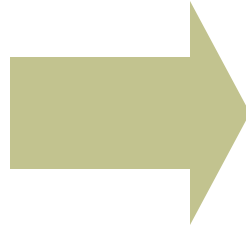
Best Doctors Data

Healthcare quality



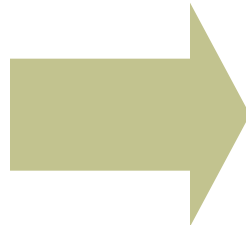
- 20% change in diagnosis
- 60% change in treatment
- 38% of surgeries avoided
- >95% members implement expert plan with their treating physician

Member experience & confidence



- 95% report highest satisfaction rating
- 85% increase in medical decision confidence

Healthcare cost



- Employers achieve cost savings
- Ensuring appropriate use of other benefit programs



Culture of Safety and Health

Improving the Health of a Global Workforce ***Key Challenges and Considerations***

March, 2011

Contents

- Bechtel
 - Who is Bechtel?
 - Becoming a Culture of Safety ***and Health***
 - Improving Health of Global Workforce
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 - Going Global with Health & Wellness
 - Key Area Assessment – Current State Summary
- Best Doctors
 - Selection Process / Why Best Doctors
 - Benefit to Employees and to Bechtel
 - Implementation and communication
 - Utilization
 - Member Experience

Who is Bechtel (BEK tl)?

Bechtel is the world's No. 1 choice for engineering, construction, and project management

- We work for governments and commercial customers
- Our projects have helped grow local economies and improve the quality of life for communities and people around the world
- Projects in dozens of locations worldwide, from Alaska to Australia

Airports and seaports

Mines and smelters

Communications networks

Oil and gas field development

Defense and aerospace facilities

Pipelines

Environmental cleanup projects

Roads and rail systems

Fossil and nuclear power plants

Refineries and petrochemical facilities

- Privately owned with headquarters in San Francisco
- Offices around the globe and over 50,000 employees
- 2009 revenues of \$30.8 billion: booked new work valued at \$20.3 billion
- Services delivered through five global business units

Who is Bechtel?

■ Ethics

- Our culture grounded in integrity and respect
- We adhere to the highest standards of ethics
- Our reputation as an ethical company is one of our most valuable assets
- We stand by everything we do

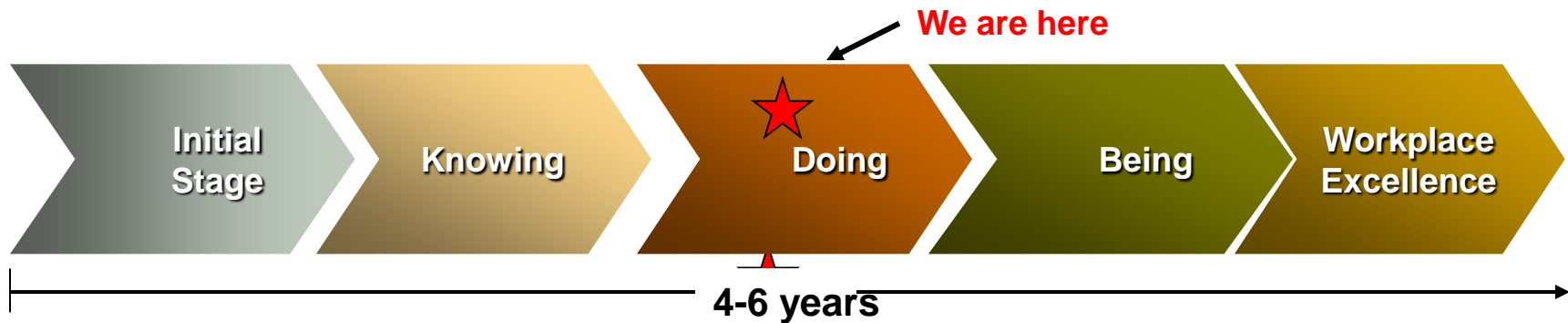
■ Quality

- Means doing the job right the first time
- We've always delivered quality work
- We are continually striving to improve our performance through Six Sigma and other initiatives

■ Safety

- World-class safety program, and it pays off
- Nearly 90 percent of our projects complete each year without a lost-time accident
- Our philosophy is simple – every accident and every injury is preventable
- Committed to ensuring that everyone goes home safely to their families at the end of each workday – we care about our people

Improving the Health of a Global Workforce



- Business case for change
- U.S. focused due to rising health care costs
- Leadership approval and support as the right thing to do

- Health questionnaire and on-site biometric screenings for U. K. & U.S. populations
- Assess current state of health and wellness programs outside U.S
- Recognize connections between safety on the job and personal health

- Three-year plan developed for U.S. program
- Global strategy developed and deployed
- Employees provided tools and rewards for taking action to maintain, improve health

- Employees recognized/rewarded for achieving health and wellness goals
- Core global health programs/policies adopted
- Non-U.S. locations responsible local health and wellness activities

- Improved safety and healthier place to work
- Higher quality and greater business success
- Innovation and best practices shared

Global Health & Wellness Strategy

- Improve the health of our population by fostering a culture of safety *and health*
- Set direction at corporate level with implementation carried out locally based on available resources, cultural sensitivities, requirements, etc.
- Focus (over time) on six key areas:
 - Prevention
 - Physical activity
 - Nutrition
 - Know your numbers (blood pressure, cholesterol, weight, etc.)
 - Risky behavior (seat belts, tobacco use, drugs & alcohol)
 - Well-being
- Provide tools and processes to enable change
 - Health & fitness competitions
 - Online health questionnaire for employees
 - Financial incentives in U.S. program tie accountability for health to health care costs
- Coordinate and integrate activities and programs with Safety as well as other corporate and local initiatives
- Measure success through year-over-year improvements in participation and population health risks

Going Global with Health & Wellness

- Current state assessment
 - Identification of local resources
 - Alignment of local activities with six key areas
- Defined core programs/policies
 - EAP
 - Smoke-free worksites
 - Drug & alcohol policies
 - Health risk assessments/questionnaire
- Established global wellness committee to act as local champions
 - Developed brand – Build A Better You
- Base-lined U.S. population through biometric screenings and health questionnaire
- Redesigned U.S. wellness incentives/rewards for 2011 to link accountability for personal health to results
- Launched first online global fitness challenge



Key Area Assessment – Current State Summary

Prevention

- Company provided flu shots available at all but 4-5 locations
- Medical benefits via company and/or social insurance schemes

Physical Activity

- Fund raising walks, bike races, etc. available at larger offices and some projects
- Discounted gym memberships at two U.S. offices
- Stretching & other activities through wellness vendor or wellness center in London and several projects

Nutrition

- Healthy food options available at Frederick, New Delhi, Glendale and a few government projects
- Weight loss programs available at all but 2 offices and at 1/3rd of projects

Know Your Numbers

- Biometric screenings available in London and at U.S. offices/larger jobsites in 2009
- Screenings offered by health plans and during health fairs at some government projects
- Pre-departure health screenings for hardship locations

Risky Behaviors

- Smoke free workplace at all locations
- Tobacco cessation programs via health plan or wellness vendor at all but 2-3 locations
- Drug & alcohol policy and testing (where permitted) at all but 2-3 locations

Well-being

- EAP/ stress management available at all offices except Shanghai and all but 1-2 projects
- On site medical clinic provided at all project sites
- Best Doctors expert opinion service available in U.K.

Best Doctors – Selection Process

- First learned about Best Doctors several years ago when reviewing ways to better manage health care costs; peer company recently offered
- Impressed with Best Doctors' global capabilities, methodology for identifying experts, collaborative and educative approach
- Presented idea to executive management as part of global health and wellness strategy
 - Like Safety, right thing to do (versus ROI)
 - Good for employees and for company

Why Best Doctors

- **Meet global needs on four levels:**
 - Effective for highly mobile workforce that may not have well-established medical relationships, particularly when facing complex illnesses, conditions
 - In U.S. helps control health care costs by ensuring most effective care is provided
 - Outside U.S. helps provide peace of mind, demonstrates Bechtel cares about employees and family members
 - Consistent program “look & feel” across many geographies enhances Bechtel’s global health & wellness strategy

Best Doctors

Benefits to employees

- Access to medical experts
- Helps ensure most appropriate medical treatment
- Completely confidential
- Peace of mind, confidence
- No cost to employee

Benefits to Bechtel

- Ensures that employees/family members receive most appropriate treatment
- Provides consistent, global vehicle to show company cares about employees and family members
- Potential to reduce costly, inappropriate medical treatment, especially in U.S.

Best Doctors

■ Deployment Timeline

- U.K. – 2008 (Inter-Consultation and Find Best Doc)
- Canada – September, 2010 (Inter-Consultation and Find Best Doc)
- U.S. – January, 2011 (Inter-Consultation and Find Best Doc)
- Latin America – February, 2011 (Inter-Consultation)
- Australia – March, 2011 (Inter-Consultation)

■ Communications

- Welcome kits, home mailers
- Posters, flyers
- Newsletter articles
- Intranet postings

■ Vendor Partner Summit (U.S.)

- Referrals to/from medical, EAP, disability providers

Customized Communication – Drives Utilization

What We Do • Who We Are • Success Stories • News & Media

Corporación Bechtel

Cuando usted o alguien de su familia se enfrentan con una difícil situación de salud – una situación que requiere tomar una decisión para realizar un tratamiento, cualquier caso desde dolencias hasta enfermedades tan serias como un cáncer, condiciones delicadas de salud y más – usted quiere estar seguro de que está haciendo lo correcto. Llamando a Best Doctors usted obtendrá las respuestas de doctores altamente calificados en Estados Unidos que se especializan en su condición y en lo que se debe hacer al respecto.

Este beneficio es totalmente voluntario. También es un servicio gratis y confidencial y usted puede utilizarlo sin salir de su casa. Ninguna persona en Bechtel podrá ver su información médica. Comience su consulta ahora mismo llenando la siguiente forma.

Prefix:

Nombre(s):

Apellido(s):

Correo Electrónico:


Número Telefónico:

Mejor Hora Para Contactarlo:

Motivo de su consulta:

What We Do • Who We Are • Success Stories • News & Media

Bechtel US Form



When you or someone in your family is facing a health challenge – one that requires a treatment decision, anything from pain injuries to serious issues like cancer, health conditions and more – you want to be sure you're doing what's right. By contacting Best Doctors you get answers from highly rated doctors in the USA who specialize in your condition and know what to look for.

This is an entirely voluntary benefit. It's also a free and confidential service - and you can access it without ever leaving home. Nobody at Bechtel will ever see your medical information. Start your consultation now by filling out the form below.

*Indicates required field

Salutation*

First Name*

Last Name*

Email Address*

Phone Number*

Time Zone*

CALL BEST DOCTORS.



GET THE ANSWERS YOU NEED

We know that when you or a family member is faced with a medical decision or a serious condition it can be difficult and confusing.

You need the right answers to tough questions:

- What's the right treatment?
- Am I getting the best option?
- Am I right?

Best Doctors starts this free and confidential service you closer to getting the answers you need. You'll be connected to one of our Member Doctors who will help you every step of the way throughout your treatment.

Before you start, you and your doctor will discuss the best next steps and how to always available for follow-up.

Phone call can get you started
1-800-0910



When you need to be absolutely sure.



January 2012

Dear Bechtel Employee,

Bechtel strives to provide our employees with affordable, quality health benefits to ensure your well-being and peace of mind. As part of this goal, we want to help you and your dependents get the right medical care. With this in mind, we are now offering a free and confidential health benefit to you and your eligible dependents through our new program, Best Doctors.

This free service is available to your family in facing a health challenge – one that requires a treatment decision, anything from pain injuries to serious issues like cancer, health conditions and more – you want to be sure you're doing what's right. By calling Best Doctors you get answers from highly rated doctors in the USA who specialize in your condition and know what to look for.

What is the Best Doctors program?
A single phone call to Best Doctors is all it takes, and they'll do the rest. Once you call, a Best Doctors Member Doctor (person) will connect to your condition and help share your medical information. They will gather all of your medical information, evaluate your medical condition, and an appropriate specialist will advise whether you've been told an incorrect diagnosis, if they see a better approach. Best Doctors will send you and your treating physician the specialist's report with the answers you need.

This is an entirely voluntary benefit. It's also a free and confidential service - and you can access it without ever leaving home. Nobody at Bechtel will ever see your medical information.

How to get started:
1. Please call us for your normal: (800) 904-0910
2. Best Doctors Member Doctors will be able to answer your questions regarding your medical condition and the Best Doctors service.

Sincerely,



John D. Smith
Vice President
HR Operations Manager
Bechtel Human Services

**MEDICAL DECISION?
LET'S BE SURE.**


1-800-0910 • www.bestdoctors.com

Best Doctors is not a medical provider. It is a service that provides information and support. It is not a substitute for medical advice. Best Doctors is not a health plan. Best Doctors is not a health insurance company. Best Doctors is not a health care provider. Best Doctors is not a health care provider. Best Doctors is not a health care provider.

Best Doctors BecWeb Postings

The screenshot shows a web browser window displaying the Bechtel Benefits website. The page title is "U.S. Action Plan Benefits". The main content area is divided into several sections: "Program Overview", "Eligibility", "Enrollment", and "Auto Enrollment". Below these are three columns of links: "New Employee Benefits Information", "2011 Wellness Program", and "Eligibility Overview". A "Best Doctors" section is highlighted with a black box, containing a list of links. An arrow points from this section to a larger, detailed view of the "Best Doctors" links on the right side of the page.

U.S. Action Plan Benefits

- ▶ Program Overview
- ▶ Eligibility
- ▶ Enrollment
- ▶ Auto Enrollment

New Employee Benefits Information

- Aetna DocFind
- Aetna HealthFund Video
- Calculate Your STD/LTD Payroll Deductions
- Eligibility & Enrollment
- Enrollment Guide (2011 flip book)
- Enrollment Guide (2011 pdf)
- myINFO - Detailed instructions (Initial Enrollment)
- Add new link

2011 Wellness Program

- Welcome Brochure
- Health Questionnaire / Wellness Tracker
- FAQs
- Add new link

Eligibility Overview

- Benefits Coverage
- Benefits Rights
- Your Benefits Up

Best Doctors

- Welcome Letter
- Welcome Letter (Latin America)
- Flyer
- Flyer (Latin America)
- Contact Best Doctors
- Contact Best Doctors (Latin America)
- What happens when you call Best Doctors?
- Tom's Experience with Best Doctors
- Linda's Experience with Best Doctors
- 360 degree view on Best Doctors
- Add new link

Best Doctors

- Welcome Letter
- Welcome Letter (Latin America)
- Flyer
- Flyer (Latin America)
- Contact Best Doctors
- Contact Best Doctors (Latin America)
- What happens when you call Best Doctors?
- Tom's Experience with Best Doctors
- Linda's Experience with Best Doctors
- 360 degree view on Best Doctors

Best Doctors BecWeb Postings

The screenshot shows a Windows Internet Explorer browser window. The address bar displays the URL: <http://bbs.becweb.ibehtel.com/Benefits/Shared%20Documents/BestDr.aspx>. The browser's Favorites bar shows 'Shared Documents - BestDr'. The website header includes 'BecWeb > Bechtel Business Services > Benefits' and navigation links for 'Site Actions', 'My Site', 'My Links', and 'Welcome Tittiger, Franz'. The main content area features a 'Benefits' banner with a Bechtel logo and a navigation menu with 'Benefits', 'Corporate HR', and 'Contacts'. A sidebar on the left lists site content such as 'Benefits Home', 'Employee Express', and 'myINFO'. The main content area is titled 'Benefits > Shared Documents > BestDr' and contains a 'NEW Program -- Best Doctors' section. This section includes an image of a family and text describing the program as a free and confidential health benefit. A large paragraph explains that the program will gather medical information and provide expert advice. A final paragraph states that all eligible employees and dependents can use the service, even without a medical plan, and will receive a welcome kit.

Shared Documents - BestDr - Windows Internet Explorer

http://bbs.becweb.ibehtel.com/Benefits/Shared%20Documents/BestDr.aspx

Shared Documents - BestDr

BecWeb > Bechtel Business Services > Benefits

Site Actions | My Site | My Links | Welcome Tittiger, Franz

Benefits Corporate HR Contacts

View All Site Content

Benefits Home
Employee Express
myINFO
-Bechtel Employee Service Center
-Contacts-Disability
-Contacts-Int'l
-Contacts-US
-Forms
-HIPAA


Recycle Bin

Benefits > Shared Documents > BestDr

All Sites

Advanced Search

NEW Program -- Best Doctors

 Best Doctors is a free and confidential health benefit to help you make informed decisions about your health care. All Action-Plan-eligible employees and their dependents can use this service even if you don't have your health plan through Bechtel.more

When you or someone in your family is facing a health challenge – one that requires a treatment decision, anything from painful injuries to serious issues like cancer – you want to be sure you're doing what's right. Beginning in January 2011, Bechtel is pleased to offer a free and confidential health benefit to help you make informed decisions about your health care. The program is called Best Doctors. Here's how it will work. You place a call to Best Doctors and a Best Doctors Member Advocate (nurse) will listen to your concerns and ask about your medical situation.

Best Doctors will gather all of your medical information, analyze your medical condition from every angle, and then an expert doctor will either confirm what you've been told by your regular doctor or recommend changes if they see a better answer. Best Doctors will send you and your treating physician the expert's report with the answers you need.

All Bechtel employees eligible for the Action Plan and their dependents will be able to use this service, even if you do not have a medical plan with Bechtel. It's a free and confidential service that you can access without ever leaving home. You will receive a welcome kit in the mail at the end of December with the Best Doctors phone number and details on how to access the service.

Best Doctors Utilization

- United Kingdom
 - Find Best Doc: 6 requests (internal medicine, general surgery, ENT)
 - Inter-Consultation: 5 requests (oncology, cardiology, endocrine/metabolism)

- United States (January, 2011 to date)
 - Find Best Doc: 58 requests – 15 expected (390%)
 - Inter-Consultation: 11 requests – 6 expected (185%)

Member Experience

- Case Overview: Male, age 65-70
 - Suffers from a host of symptoms, including fatigue, shortness of breath, and leg swelling
 - Diagnosed with atrial fibrillation (an irregular heart rhythm) and electrical cardioversion (electrical shock to restore normal heart rhythm) was recommended
- Best Doctor Expert Findings
 - Expert opined causes for symptoms could include atrial fibrillation, side effects of medications, obesity, sleep apnea, low testosterone, or a combination of all of these
 - Recommended cardioversion to assess if being in normal rhythm improves symptoms and additional recommendations were provided to address the multiple other potential causes.
- Impact
 - Cardioversion could quickly ameliorate symptoms. Additionally, a clinical blueprint was provided to guide further diagnostic studies and management strategies.
 - “I am pleased with the report. It is what I expected and I feel more confident proceeding with cardioversion, I am actually going to hang up with you and call to schedule!”

Member Experience

- Case Overview: Male, age 65-70
 - Diagnosed with a neck tumor scheduled for surgery
 - "I want to make sure that I have received the correct diagnosis and the best treatment option."
- Best Doctor Expert Findings
 - Expert opined that it is reasonable to pursue treatment rather than a watchful wait approach.
- Impact
 - Member requested report be submitted to surgeon for scheduled surgery
 - "Thank you very much for getting this report to me so quickly. It's very complete and offers a lot of information."

Other U.S. Employee Feedback

- "This is really something...it can make the difference between hope and despair."
 - Registered Nurse/paramedic with over 25 years in healthcare
- "Before Best Doctors, I had been seeing my doctor for about 18 months with no results except wasted time at the doctor's office and lots of bills. Through Best Doctors I received a thorough report on my health and was able to locate a new doctor. This doctor independently came up with the same guidance as what I received in my Best Doctors report. This, of course, adds greatly to my confidence in the course of action. Thanks."

Questions?