

If you're lost in the healthcare system, we can help you find your way.

Best Doctors 360[®]™ navigational tool helps members take control of their own

healthcare. By providing ongoing one-on-one support, customized health coaching and access to local resources, Best Doctors 360[®] helps members navigate the healthcare system.

Best Doctors 360[®] provides a wide range of health related information to all Best Doctors[®] members, not only for those with a serious illness or condition. One simple phone call connects you to a Best Doctors Member Advocate, a Registered Nurse, who can provide you with the information you need to make healthcare decisions¹.

Best Doctors 360[®] includes:

BEST DOCTORS COMMUNITY: created to ensure each Best Doctors member has *knowledge* of the programs and services available to them in their local area, Best Doctors Community provides information such as public and private home care, respite resources, volunteer drivers to take them to medical appointments, pet and babysitting services, elder care, Meals on Wheels and local chapters of Foundations and Societies. Should a member have to travel for treatment, Best Doctors Community can provide information about lodging and other services in the treatment area,

as well as Air Ambulance and other medical assisted travel services.

BEST DOCTORS HEALTHGUIDE: a comprehensive database of medical programs and services, Best Doctors HealthGuide provides members with the *answers* they need to navigate the healthcare system. Information such as wait times, finding a local family doctor², drug funding programs, access to clinical trials, nutrition and wellness and health assessment tools are all part of Best Doctors HealthGuide. Additional details about Best Doctors 360[®] are available through our online modules at bestdoctorscanada.com/360navigation.

Other Best Doctors services include:

INTERCONSULTATION™ An in-depth review of a member's medical files, the InterConsultation confirms the right diagnosis and right treatment options, without the member leaving home.

FINDBESTDOC™ If a member does not have one, Best Doctors will find a specialist and will arrange referrals³, appointments and accommodations if out-of-town travel is required.⁴

FINDBESTCARE® While Best Doctors strives to work within the Canadian healthcare system, we will access hospital and doctor discounts if out-of-country care is necessary and will ensure vital information is sent to the medical specialists involved.⁴

1 Best Doctors has used its best efforts to assemble the reference material available, but is not responsible for the information or services provided by the programs. 2 Based on availability in your area, Best Doctors does not endorse any specific physician. 3 Access to a Canadian specialist requires a referral from the member's treating physician. 4 Expenses associated with medical treatment, travel and lodging relating to FindBestDoc and FindBestCare services are the responsibility of the member.

How do you look after your family if you don't know where to look?



Best Doctors 360° navigation tool helps members and their families navigate the healthcare system and take control of their own care. Here are the stories of four Best Doctors members who discovered how useful Best Doctors 360° can be.

Maria found a family physician. Returning to Ottawa after a number of years overseas, Maria* was unable to find a family physician and did not know where to turn. She called Best Doctors. Through Best Doctors 360°, Maria was provided with a list of family physicians in her area that were accepting new patients.

Levi accessed clinical trials. After reviewing Levi's case, Best Doctors recommended a cancer treatment that was available only through clinical trials; unfortunately, Levi did not qualify for these

trials. Levi's Best Doctors Member Advocate located the principal investigator for the study, as well as the pharmaceutical company that was providing funding, and requested a release of the medication on a compassionate basis after explaining Levi's situation. The Member Advocate connected Levi's local treating physician with the principal investigator for the clinical trial and Levi was able to receive the medication in his local treating hospital.

Lily connected to volunteer services. During her InterConsultation for breast cancer, Lily needed a service that would drive her to her chemotherapy appointments. Through Best Doctors 360° navigation service, Lily's Member Advocate was able to locate several volunteer organizations in Lily's community that would drive her, free of charge.

Dennis discovered additional government funding. Dennis* acted as a caregiver for a family member, whose worsening condition was becoming impossible for Dennis to deal with. He had neither the training nor the reserves of energy to continue. Through Best Doctors 360° navigation service Dennis found information about government funded homecare programs which provided both expert help and homecare equipment to create a safe environment for his loved one and family.

For more information, call 1 877 419-BEST (2378), visit bestdoctorscanada.com, or view our interactive presentation at bestdoctorscanada.com/360navigation

**Names have been changed to protect member privacy.*