

## Benefits of Best Doctors

Best Doctors empowers you to find the right diagnosis and treatment plan, taking all the stress and guesswork out of finding the specialist and advice that suits you.

### Help for medical scenarios – from minor to major

From simple questions about a minor condition, to an in-depth medical review about a significant medical condition, Best Doctors can help. The Best Doctors network covers 450 specialties and subspecialties of medicine, giving you the confidence that Best Doctors can connect you with the right specialist for your illness, injury or condition<sup>1</sup>.

### Confidence in your treatment plan

Around 9% of cases considered by Best Doctors come back with a change in diagnosis and 25% with a change in treatment, compared with the original case recommendation.

### Best Doctors looks after your whole family

You, your children, your parents, including your partner and their parents can access the Best Doctors services, with no age limitations, so you can be confident your whole family are getting the guidance and support they need.

<sup>1</sup> Best Doctors doesn't cover any acute (emergency) cases, mental illness or dental conditions.



For more information call MLC from anywhere in Australia on 132 652 or contact your financial adviser.

**Registered office**  
Ground Floor, MLC Building  
105–153 Miller Street  
North Sydney NSW 2060

[mlc.com.au](http://mlc.com.au)

MLC Limited ABN 90 000 000 402 AFSL 230694. It is prohibited to copy, use or publish the content or parts of the content of this case story without the express permission of Best Doctors®. Best Doctors® and the star-in-cross logo are trademarks of Best Doctors®, Inc., in the United States and in other countries, and are used under license.

M152791-0316



## Medical advice and expertise

So you can get on with living well



## About the Best Doctors® service

MLC is committed to supporting you financially if illness knocks you off your feet. We're equally committed to your recovery and supporting you with the medical help you and your family may need.

We've partnered with Best Doctors to provide you with exclusive access to a global network of medical specialists nominated as leading experts in their field, by their own peers.

Best Doctors is available through MLC Critical Illness Insurance. You can connect with specialist doctors if you or anyone in your immediate family faces an illness or has had an accident to:

- conduct an in-depth medical review
- confirm a diagnosis
- decide on treatment options
- check information you've been given by your doctor
- seek advice if your condition is not improving, and
- receive quick answers to basic health questions.

If you've had a health scare or diagnosis you're unsure about, you can use Best Doctors to answer any lingering questions or concerns. You can also use the service for advice on ongoing treatment.

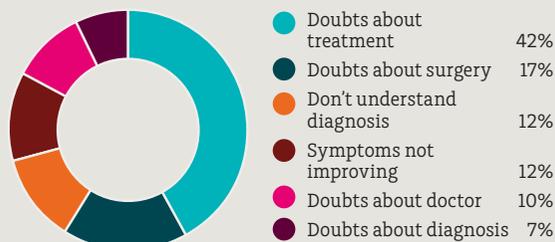
## From simple to complex medical questions A second opinion can provide answers

**"Speaking with Best Doctors completely put my mind at ease. They really cared and did so much to help me through the whole process."**

Adam, MLC client

Services offered over the phone		
Service	Timeframe	How it works
<b>Find An Expert</b> 	48 hours	Find a local specialist for your condition.
<b>Ask The Expert</b> 	5 to 7 business days	Get answers from a leading international specialist to specific questions about a medical condition.
<b>In-Depth Medical Review</b> 	15 to 20 business days <sup>2</sup>	Get a full review and second opinion on your diagnosis and treatment plan from a leading international specialist.
<b>Find Best Care</b> 	Case dependent	If an In-Depth Medical Review suggests a treatment option that requires care outside of Australia, Find Best Care will arrange everything for you. <sup>3</sup>
Services offered online		
<b>Doc Online</b> 	Within 48 hours	Get answers to general medical questions from a panel of registered doctors in Australia.
<b>Multi Media Online</b> 	Instant access	Access a host of online tools providing unique insights and guidance on hundreds of conditions. Visit <a href="http://askbestdoctors.com">askbestdoctors.com</a> to register and access these tools.

### Why people contact Best Doctors?



<sup>2</sup> From collection of your medical records

<sup>3</sup> Expenses associated with medical treatment, travel and lodging relating to Find Best Care® services are the responsibility of the customer.

### Further questions?

For more information on MLC Insurance call **132 652** (8am-6pm AEST, Monday-Friday) or visit [mlc.com.au/bestdoctors](http://mlc.com.au/bestdoctors)