

## Included with your cover at no extra cost – access to services from Best Doctors®

**As part of our commitment to offering you the best possible protection, Fortis has added access to these services for all new and existing Critical Illness, Income Protection and Real Life Cover plans.**

### What is Best Doctors?

Founded in 1989 by two renowned physicians, affiliates of Harvard Medical School, Best Doctors offers people access to the pooled knowledge and experience of the world's very best medical experts and specialists. Best Doctors has created a database of 50,000 specialists from around the world, who have been recommended by their peers as the top practitioners in their respective fields.



### Why Best Doctors?

Best Doctors provides an in-depth review of your medical files to help confirm your diagnosis and to recommend a treatment plan. These days even the most skilled medical practitioners, doctors and surgeons alike, recognise the value of a second opinion. Best Doctors allows you to take advantage of the very best medical advice.

Once Best Doctors have collected your medical information, they will select the most appropriate expert from their database, who will review your case in detail. Following this, a full report will be sent to you. This will contain their evaluation of your condition – and their expert opinion on the treatment options that could be open to you as well as answers to any additional questions you may have about your condition.

The benefits are obvious. You will receive an expert review of your diagnosis at this vital early stage.

## How does Best Doctors work?

- If you, your partner, or any of your dependent children, have been diagnosed with a serious medical condition you can contact Best Doctors at any time by calling them, free of charge on 0800 085 6605.
- Following this they will send you a pack including a consent form (which you must sign and return) to enable Best Doctors to obtain your diagnostic information from your own doctor and/or consultants.
- A dedicated Case Manager will then be assigned to your case and keep you informed every step of the way.
- Once your original diagnostic information has been received by your Case Manager, from your own doctor and/or consultants, the Best Doctors team will select the most appropriate expert from their database of 50,000 specialists to review your case in detail.
- The leading specialist will prepare a report and send this to you, together with an optional copy for your own doctor or consultant. This report contains their considered evaluation of your condition – and their expert opinion on the treatment options that could be open to you.
- In addition to the recommendations, if you request this option, you will be given a report detailing up to three doctors whose skill and experience would be beneficial in your case.



## Important Information

Best Doctors is totally independent of Fortis Life UK Ltd. Best Doctors is a non contractual benefit available to you at no additional cost. You, your spouse, civil partner or dependent may access the service as long as your Fortis Life cover is active. "Dependent" means a dependent child up to the age of 18 who is not in full-time education or a dependent child up to the age of 21 who is in full-time education. Fortis Life does not guarantee the ongoing availability of the Best Doctors services to you and may, at its sole discretion, withdraw access to the services at one month's notice. If this happens Fortis Life will notify you. If your cover is no longer active you will no longer have access to the Best Doctors services. You are responsible for any costs associated with any medical treatment, travel or lodging arising from using the Best Doctors services. Beyond the initial offer of access to the Best Doctors services, any communications, including diagnosis and any recommendations will remain private between yourself and Best Doctors.

40,000 people around the world have already benefited from the Best Doctors service.

**Here are some of their stories.**

### *Bernadette's story*

Bernadette got in touch with Best Doctors in order to get a second opinion and information. She was having abnormal smear tests and was finding it difficult to talk to her doctor. She looked things up on the internet but without a medical person to explain things, some of it was difficult to understand and scary. Her family kept asking her questions she couldn't answer. They were all upset and scared.

"From the minute I was put in contact with Best Doctors I had a GP, a medical secretary and several consultants overlooking my medical records and explaining things to me. My reports came back in easy to understand language and were followed up with phone conversations for further questions and emails to make sure I got everything. I was so informed that I was calm and confident about what was happening to my body and about the course of action being taken. I was able to relax and inform my family and friends, and I am extremely grateful for the fantastic service".

### *Kayleigh's story*

Kayleigh was suffering from serious gastro intestinal problems and her parents were struggling for more information concerning her condition. "We were very concerned and wanted to make sure she was in the hand of the very best doctors".

Best Doctors sent all of the child's medial information to a specialist which prepared a report. In that report a different diagnosis and test was suggested as a possible explanation for her current condition. The parents found the information to be supportive and helped them explore different treatment option and test for their daughter.

"At a time when any parent would be devastated at the condition of their child, Best Doctors was there to give us the support and information we needed to keep searching for the best care possible for my child".



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