



## What is Second Opinion?

Second Opinion is a confidential service that allows plan members with serious medical conditions access to independent medical reviews on diagnoses and treatment recommendations by medical specialists.

If a plan member is faced with a serious medical condition, the knowledge that the best medical minds in North America have reviewed the patient's medical file—and support the existing diagnosis and treatment plan—can provide peace of mind and contribute to the patient's mental well-being.

Obtaining a credible second opinion regarding a diagnosis and treatment plan may prevent unnecessary surgery, invasive treatments and potentially reduce the stress level of a patient.



## How does Second Opinion work?

Second Opinion is a simple, three-step process. Second Opinion's privacy policy complies with requirements under the Personal Information Protection and Electronic Documents Act (PIPEDA), as well as provincial privacy legislation.



### Step 1

A Canada-based nurse case manager will assist the plan member through the process. First, a release form must be completed in order to authorize access to the patient's medical records. Once the completed forms are received, the patient's medical files and all other relevant documentation will be collected by WorldCare Consortium<sup>®</sup>.



### Step 2

After medical records are collected, a nurse case manager will review them for quality and submit the records to one or more WorldCare Consortium<sup>®</sup> hospitals. There, a team of specialists and sub-specialists work together to validate the original diagnosis, provide a comprehensive review of treatment options and prepare their reports. A nurse and medical director will review the reports to ensure all questions are answered.



### Step 3

A Second Opinion package, which includes a consultation report and other supporting documents, will be couriered to the patient and his or her physician within seven business days of receiving the complete medical file. After receiving the report, a telephone consultation can be arranged between the patient's physician and the WorldCare Consortium<sup>®</sup> specialist, if required.

## Qualifying medical conditions

Serious conditions, which may qualify for Second Opinion, are diagnoses of the following:

- AIDS
- ALS
- Alzheimer's disease
- Any amputation
- Any life-threatening illness
- Benign brain tumor
- Cancer
- Cardiovascular conditions
- Chronic pelvic pain
- Coma
- Deafness
- Embolism/thrombophlebitis
- Emphysema
- Hip/knee replacement
- Kidney failure
- Loss of speech
- Major or severe burns
- Major organ transplant
- Major trauma
- Multiple sclerosis
- Neuro-degenerative disease
- Paralysis
- Parkinson's disease
- Rheumatoid arthritis
- Stroke
- Sudden blindness due to illness

## Contact us

If a plan member has been diagnosed with one of the qualifying medical conditions, he or she can seek a second opinion by calling

**1-877-940-5071 (toll free)**

**6 a.m. to 6 p.m. Mountain Time**

## WorldCare International, Inc.

A leader in global e-health services, WorldCare pioneered the multi-disciplinary, multi-institutional Second Opinion process. For more than 20 years, WorldCare has been committed to improving the quality of health care worldwide by maximizing timely, efficient and strategic access to the world's best health care.



WorldCare delivers highly-specialized, personalized second opinions from top-ranked medical institutions in the WorldCare Consortium®.



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Until every child is well™



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