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## SECOND MEDICAL OPINION

In partnership with Advance Medical, Bupa now offers **Expert Opinion**, a patient-focused service that offers independent second medical opinion to Bupa members in Latin America and the Caribbean.

**Expert Opinion** offers Bupa members diagnosed with serious, complex, or chronic diseases access to the world's leading independent medical experts to review their case, confirm or revise diagnosis, and recommend the best steps for treatment.



## EXPERT OPINION

A second medical opinion  
from internationally  
renowned doctors

2014

# MEDICAL EXPERTS



The Expert Opinion global network of internationally renowned physicians are recognized in the medical community for their groundbreaking research, published work, and cases with successful outcomes. Our service aims to ensure our members will be able to make informed decisions when it matters most.

## HOW DOES EXPERT OPINION HELP?

The specialists selected to review each case are specifically assigned based on their expertise with respect to each Bupa member's condition. Following are some examples of how second medical opinion services have helped patients make informed decisions about treatment.

### Colon Cancer\*

A patient diagnosed with colon cancer with liver metastases had been treated with surgery and chemotherapy. Two international oncology and digestive tract specialists were consulted, the first from Boston (USA), and the second from Paris (France). After reviewing the case, both experts suggested the patient receive a new, recently discovered treatment that had yielded higher survival rates for this type of tumor. The patient's treating physician was receptive to the information and administered the new treatment to the patient, achieving optimum results.

### Chronic Lumbosciatalgia\*

A 46 year-old female patient was suffering from lumbago complicated by sciatica. She had already had two operations, and the neurosurgeon was advising her to undergo a third. The patient decided to ask for a second opinion before agreeing to the third operation. Two international orthopedic experts were consulted, one of them resident in California (USA), and the other in Paris (France). After reviewing the case, both experts concluded that the patient should not go ahead with the operation. Instead, both recommended that she lose weight and engage in exercise under the supervision of a physiotherapist and that she take specific medication when in pain. By taking these measures, the patient was able to go back to work and resume her daily life with no restrictions.

\*The identity of the patient is not revealed in compliance with applicable confidentiality and data protection laws.

# HOW TO REQUEST AN EXPERT OPINION

## 1 REQUEST SUBMISSION

Send an email with your name, medical condition, and specific Expert Opinion request to [usamed@usamedicalservices.com](mailto:usamed@usamedicalservices.com).

## 2 CASE MANAGER PHYSICIAN ASSIGNMENT

After Bupa receives your request, a Case Manager Physician will contact you to explain the service and help you gather all of the necessary medical documentation.

## 3 CLINICAL COMMITTEE REVIEW

The Expert Opinion Clinical Committee will study your case and select the best independent international specialists most suited to your condition.

## 4 MEDICAL REVIEW

Expert physicians review your case and make treatment recommendations.

## 5 CASE REPORT

Upon completion of the process, a complete Case Report will be provided, including the patient's medical history, the opinions of medical specialists, pertinent medical journal references, and a brief profile for each of the specialists involved.

# YOUR MEDICAL REPORT

Your final Case Report will include the following:

- A complete summary of your case written by your Case Manager Physician
- Assessment of your medical case
- Review of your diagnosis and treatment plan
- Suggestions for treatment
- Answers to medical questions
- Bibliography of the most relevant medical journal articles concerning your case
- Résumé for each of the specialists

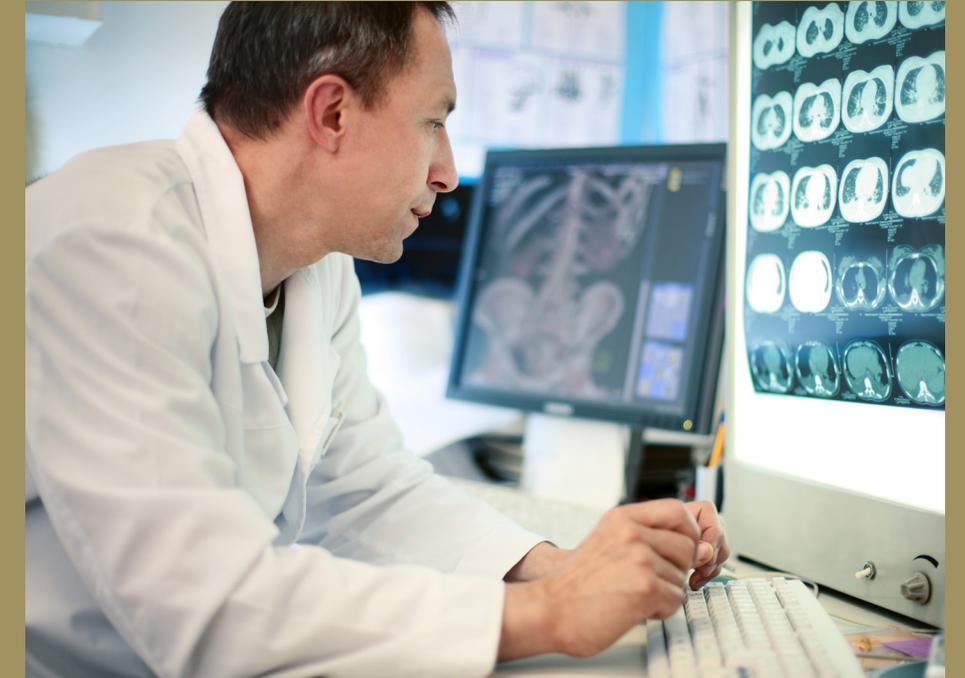
Send your request for an Expert Opinion to [usamed@usamedicalservices.com](mailto:usamed@usamedicalservices.com) or contact us at +1 (305) 398 7400

## WHO QUALIFIES?

Expert Opinion is offered to Bupa members seeking information that will give them confidence in their medical decisions for any serious, complex, or chronic condition.

## WHO ARE THE EXPERTS?

Experts are independent international medical specialists in disease knowledge. They are accredited members of the medical community with impeccable track records at leading medical centers around the world.



## WHAT ARE THE ADVANTAGES?

Expertise and medical opinions of the world's most relevant experts for your specific condition without needing to travel

- Answers to critical medical questions
- Written medical report within a few days
- Objective physicians who oversee every aspect of the Expert Opinion process

This value-added service is subject to minimum criteria requirements established solely by Bupa, at the time the second medical opinion is requested by the member, on a case-by-case basis. The **Expert Opinion** Case Report is intended to provide you with information to supplement the information you have already received from your treating physician(s). The physician rendering the Case Report will not have the benefit of examining you in person, the ability to order additional tests, or any information beyond what you provide. Neither Bupa nor independent medical experts can take personal responsibility for the management of your care based only on the information we receive. You should discuss the final report with your own doctors, who are responsible for your care.