The core Best Doctors service is the InterConsultation, a patented process that enables individuals with serious medical conditions to focus on their care while we focus on ensuring they have the right diagnosis and the right treatment.

HERE’S HOW IT WORKS

1. A Best Doctors member calls to make a confidential inquiry.
2. A Member Advocate, who is a Registered Nurse, assumes responsibility for the member’s inquiry and documents their relevant medical history during a one-on-one telephone intake session.
3. Best Doctors collects the member’s medical records, diagnostic images, and pathology specimens.
4. Pathology specimens are retested at a Centre of Excellence.
5. A team of Harvard-trained physicians conducts an in-depth analysis of all the medical records and creates a clinical summary of the member’s case.
6. The clinical summary, along with the diagnostic images, as well as the original and retested pathology reports are sent to a Best Doctors Expert, who is a leading specialist in the member’s medical condition.
7. The Best Doctors Expert provides his/her diagnostic and treatment recommendations in a detailed report which is delivered to the member by the Member Advocate. This report can also be shared with the member’s treating physician.
8. The Member Advocate follows up with the member to ensure their needs have been met, and offers other Best Doctors services if required.

A serious diagnosis can raise questions...
- Do I have the right diagnosis?
- What is the right treatment plan for me?
- Do I have all the information I need to make the right decision?