

## Service Rule

### Expert Medical Opinion/Best Doctors

Get a second opinion and peace of mind from a world leading specialist when you're worried about a medical condition

For you, your partner and your dependent children

It is a telephone service and is available 24 hours a day, every day.

**Phone 0800 085 2088 or 0203 608 9377**

(Call charges may apply. Calls may be recorded.)

**Please have your access number ready when you call. The access number is available on your online portal.**

Our expert medical opinion service is provided by Best Doctors UK Limited. Best Doctors is a registered trademark of Teladoc, Inc. in the United States and other countries.

If you have a serious or worrying medical condition you may have questions about your diagnosis or treatment. If you want a second medical opinion, the service has a unique worldwide database of around 53,000 doctors who've all been chosen because their colleagues think they are the top experts in their medical speciality. The service will arrange a review of your case and send you a full report. Having a second opinion from a world-renowned expert can help the doctor who's treating you, so you may want to show them the report. Any tests or treatment recommended in the report can usually be provided by the NHS. You can use the Expert Medical Opinion service as often as you need to.

#### **What's covered**

- Any illness or condition that's been diagnosed or investigated by your GP or hospital specialist and: is serious; goes on for a long time; is getting worse; affects your daily life.
- A case coordinator to support you, guide you through the process and gather all your relevant medical information. They'll also keep you up to date with how your case is progressing.
- A free review of your case by one of the service's leading medical specialists.
- Re-testing of biological samples, if required.
- A confidential report from the specialist, sent directly to you.
- Help from the team to go through your report, so that you understand the diagnosis and any treatment recommendations.

#### **What's not covered**

- An illness that only lasts for a very short time.
- A condition that hasn't already been investigated. Best Doctors will need your case notes and test results so that they can get you a second opinion.
- Urgent cases. It can take a few weeks to get your medical information and for the report to be done, so please don't postpone urgent or necessary treatment.
- Psychiatric conditions; dental problems; a second opinion while you're an inpatient.
- Face to face consultations; new tests and investigations; treatment.
- A second opinion to support a complaint or legal action.

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If there's anything about these rules that you don't understand please contact our friendly Westfield Health Customer Care Team on 0114 250 2317 and we will be happy to help.

Your service/s are being paid for by the employer/organisation detailed within your welcome communication and online portal. If your relationship with your employer/organisation comes to an end, you will no longer have access to your service/s.

A service may also be cancelled at any time if:

- you are not eligible
- there is use of a service that is fraudulent or that it is intentionally false, and/or misleading
- you or (anyone using a service) acts in a threatening or abusive manner e.g. violent behaviour; verbal abuse; sexual or racial harassment, towards a member of Westfield Health staff or one of our suppliers
- you fail to abide by any of the service rules detailed

From time to time it may be necessary to amend the rules relating to a service. If any changes are made you will be given reasonable notice, except when it is not possible to do this. For example, changes required by law. If it is intended to completely withdraw a service you will be given reasonable notice.