Another look at a second opinion
What is this new service?

Best Doctors is a virtual second opinion service that gives members access to medical reviews from leading experts. Best Doctors was founded on the ideal that a person’s location should not limit the quality of their care. As a result, our mission is to bring together the leading medical experts and have them confirm you are getting the best treatment available, no matter where you live.

Almost 30 years later, we are proud to offer a variety of services that focus on getting you the best care. We provide everything from in-depth medical reviews to answers to your medical questions and can even help you find a local physician. Take a moment to read through this guide and discover all the ways you can take advantage of your Best Doctors membership.

Remember, all Best Doctors services are confidential and provided at no cost to you.
Services Available:

**Expert Second Opinion Service**
A Review of Your Medical Case

Best Doctors’ InterConsultation™ service lets you get a second opinion from a well-respected doctor. We match your case to the most appropriate medical expert, who reviews your diagnosis and treatment plan in detail. Just give us permission to collect your medical records, and we do the rest—in complete confidentiality and at no cost.

You’ll receive an in-depth, easy-to-understand report with our expert’s opinions and, if necessary, suggested changes. Even if your medical condition doesn’t seem serious at the time, it’s worth calling Best Doctors to be sure.

**How it works:**

- Contact Best Doctors and speak with a Member Advocate
- With your permission, Best Doctors collects your relevant medical records
- Best Doctors creates your clinical summary and selects the most appropriate expert to review your case
- Your case is sent to and reviewed by an expert physician who specializes in your condition
- You receive a full report outlining your clinical summary, the Best Doctors expert’s finding and any suggested next steps

**Critical Care Support**
Expert Second Opinions for Catastrophic Medical Events

Our Critical Care Support service lets you call on a Best Doctors expert for guidance during medical events that require emergency treatment, such as accidents, intensive care or extended hospital stays. After you call Best Doctors, an expert will immediately get involved in your case, working with your local medical team to provide his or her recommendations. Like an InterConsultation®, with Critical Care you can be sure that the right decisions are being made, especially when time is crucial.

For more information, or to take advantage of any of the Best Doctors services, call 888.260.5130 or visit bestdoctors.com/jnj.
A brief doctor’s visit doesn’t give you enough time to get all your questions answered. And the Internet can be confusing and scary. The next time you have questions about a medical condition or treatment, ask an expert. With the Best Doctors Ask the Expert™ service, you can discuss your questions and concerns with a clinician over the phone. The clinician will then share your questions with the most appropriate Best Doctors specialist. You’ll quickly receive the expert’s easy-to-understand written response. No needless worrying, wondering or wandering the web.

Making a medical decision can be stressful, especially if that decision involves surgery. With the Best Doctors Treatment Decision Support (TDS) service, you have free access to one-on-one coaching as well as interactive online educational modules featuring in-depth, easy-to-follow information about your specific condition.

Be proactive when it comes to your health. With Medical Records eSummary, even if you’re not facing an immediate medical need, you can collect and organize all your medical records and have them provided to you on an easy-to-access USB drive.

The Best Doctors network includes the top 5% of the U.S.’s medical experts. Each has been designated as among the best by other doctors through an exclusive, Gallup®-certified process. If you need to visit a specialist, we are happy to search our database to see if any of our doctors meet your criteria and practice within a distance that works for you.

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Frequently Asked Questions & Answers

Do you share information about my case?
Best Doctors does not tell your employer or insurance company about your case or your call. We don’t share your information with anyone, not even your doctor, unless you give us permission.

Will I be charged separately for any of these services?
No. Best Doctors is included at no additional cost as a part of your health care benefit.

How does Best Doctors work with my doctor?
We only share our findings with you. If you would like us to share our InterConsultation® report with your treating physician, we are happy to do so with your authorization.

Do I have to follow your expert’s recommendations?
No. The information you receive from Best Doctors is intended to help you make informed decisions regarding your diagnosis or treatment plan. You remain in full control of your next step(s).

Who collects my medical records for review?
Best Doctors can collect all of your relevant medical records, including test results, imaging studies (X-rays, MRIs, etc.) and any other necessary information from your previous physicians’ offices and hospitals for you, or if you have copies of your records, you can provide them to Best Doctors directly for a faster review process.

What types of medical conditions qualify?
Best Doctors can help with virtually all conditions, from back pain and sports injuries to chronic diseases and life-threatening illnesses.

What about my privacy?
Best Doctors complies with all relevant state, national and international laws and regulations, including the U.S. Health Insurance Portability and Accountability Act (HIPAA) of 1996.

Who are the Best Doctors experts?
Best Doctors physicians include the nation’s top medical specialists. They are selected by other doctors through a comprehensive review process, so you get help from the doctors other doctors trust most.

How long will the process take?
The time it takes to collect all relevant medical records can vary, but once you contact Best Doctors, you will be scheduled to speak with a clinician within 1-2 business days. Once records are collected, the expert review process traditionally takes 7-10 business days.
Look for Best Doctors to be included in Resource Central in the Healthy&Me™ app in January!

888.260.5130 | bestdoctors.com/jnj

To learn more about the Healthy&Me™ app, visit: http://globalhealthservices.jnj.com > Digital Health tools