

Concierge Remote Second Opinion Services

Support through Diagnosis, Remote Second Opinion, Treatment & Follow up

The process of seeking an independent evaluation by a world-class Medical Expert to confirm the diagnosis and treatment plan of treating physicians or to offer an alternative diagnosis and/or treatment approach can take weeks or even months under the Canadian Health System.

When faced with the prospect of a Critical Illness or other covered condition, MedExtra bridges the gap between existing Canadian Health Care plans and the **three things** that matter most to the person being affected;

- 1. One Call Does it All** – Rapid Response with **Personalized, Professional Care Management** before, during, after diagnosis; throughout treatment and recovery.
- 2. Fast Case Review – Accelerated Diagnosis and Treatment**
 - a. Rapid Access to imaging and other diagnostic tests.
 - b. The opinion of a world-class, independent expert from a US Centre of Excellence to confirm the diagnosis and counsel on the best plan of action before treatment begins.
 - c. Care Management oversight throughout the treatment and follow-up including during hospital stays.
- 3. Immediacy and Efficacy in client support – Care Management** from first suspicion through treatment and follow up providing a single point of contact for access to detailed information, explanations, understanding, and re-assurances required to manage the anxiety and stress which occur when dealing with all critical illnesses.

It all adds up to peace-of-mind.

Bridging the gap between Group & Provincial plans and *what people need.*

 **MedExtra**
“Different by Design”

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A Remote Second Opinion without MedExtra's Medical Concierge Services is just a piece of paper.

1. Support Before Diagnosis – Accelerate or 'rule out' a Critical Illness Diagnosis

MedExtra recognizes the extreme stress and anxiety when confronted with the diagnosis, prospect and uncertainty of a critical illness.

MedExtra's administrative support, Care Management and provider network addresses these problems by compressing the time for diagnosis, treatment and recovery;

- MedExtra's first priority is to place the client at ease, with the kind of empathetic psycho-social support that only comes from pro-actively sharing detailed medical information, explanations and visibility of each of the steps throughout the entire process.
- A MedExtra Care Manager, assigned on the first call, works attentively with the client to map each of the steps along the diagnostic and treatment continuum.
- MedExtra reviews the treating physician's requisitions and then expedites the appropriate testing within our diagnostic and imaging network, accelerating the required results.
- The Care Manager reviews and explains all results with the client and makes sure that the client understands exactly where they are at every step along the process.

**The *Go-To* company
for supplemental health services**

Toll Free 877.373.9872 • Fax 514.526.4521 • info@medextra.com

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2. Support During the Remote Second Opinion process

MedExtra's Remote Second Opinion does not require the involvement of treating physicians, whether or not they support the notion of the second opinion. MedExtra closely manages the administrative and medical aspects of the Remote Second Opinion process to optimize the process and the result:

- Discussing client concerns and goals.
- Retrieving all of the required medical, imaging and pathology records and/or samples.
- Crafting a comprehensive and detailed Care Management Overview Report.
- Creating Physician level questions for the Remote Second Opinion.
- Reviewing the Care Management Overview to ensure pre-requisite investigations for proper staging and diagnosis have been obtained.

3. A World Class Remote Second Opinion

For more than a decade, working closely with top tier US Centers of Excellence MedExtra has delivered thousands of Remote Second Opinions. For extremely rare conditions MedExtra has established a unique search protocol to seek out and verify the status of International experts.

- Facilitating and delivering of the opinion of a world-class, independent expert US/Global Center of Excellence – Remote Second Opinions.
- Reviewing the findings and recommendations of Remote Second Opinions and then communicating these findings to the client, providing explanations and answering questions.
- Communicating with the primary treating physicians and other medical professionals throughout Remote Second Opinion process, treatment and recovery.

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4. Support After Diagnosis – Critical Illness Care Management

This proprietary MedExtra process provides a higher standard of care, follow up and psycho-social support. Critical illnesses involve months of in-patient and outpatient treatment. Understanding the problems and issues is stressful, challenging and time consuming. MedExtra's Critical Illness Care Management provides a suite of service to meet these challenges;

- MedExtra Care Manager provides the patient and family members with the key information and answers to questions. MedExtra reduces the anxiety and stress through constant updates between Care Managers, the treating medical team and the clients throughout treatment, hospitalizations and follow up.
- Close 'cooperative and collegial' communication with the treating medical team puts the spotlight on our clients for increased attention and vigilance.
- Hospitalization Care Management improves the quality of care, shortens any length of in-patients stays, reduces complications and shortens rehabilitation and resumption of autonomy.

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