

When you need to be absolutely sure

Being diagnosed with a serious illness would be an emotionally overwhelming experience if it happened to you. You would have lots of questions: What will happen now? Is the diagnosis correct? Will the treatment be right? How can I be sure? Now, there is someone to help you answer these difficult questions. The result could save your life. If you or a loved one were diagnosed with serious illness, Best Doctors® can help.



What is Best Doctors and how can their service help?

- › Best Doctors is a global organisation which brings the world's leading medical expertise to you and your family offering a second opinion when you need it most.
- › Best Doctors has a unique and well-renowned network of medical professionals. Having such expertise at their fingertips and supported by a truly caring service team, is the reason why thousands of people around the world turn to Best Doctors when they need it most.
- › Best Doctors can help you with those questions that are likely to be racing around your mind if you were diagnosed with a serious illness.

An in-depth review of your medical files will be conducted by a Best Doctors medical specialist to help verify your diagnosis and treatment options. The process can reduce potentially serious complications that can result from a misdiagnosis, and help you and your treating doctor determine the proper course of action.

But Best Doctors isn't just for serious life threatening illness. You can use the service for any chronic or troubling ailments affecting quality of life.

Here are just some of the conditions for which people rely on Best Doctors expertise:

- Ê Sports Injuries
- Ê Skin diseases
- Ê Blood diseases
- Ê Digestive disorders
- Ê Gynaecological
- Ê Metabolic and Endocrine system conditions
- Ê Urological conditions
- Musculoskeletal conditions
- Cancer
- Circulatory system conditions
- Disease of the nervous system
- Immunological diseases
- Respiratory system conditions

How you I get access to Best Doctors?

You and your family can get access to Best Doctors if you take out a protection policy with Aviva. All new life assurance, specified illness and income protection policies include access. The service is available to:

- › you,
- › your spouse / partner and
- › your children up to the age of 18 (or 23 if in full time education).

Best Doctors can even be used for conditions diagnosed before you took out your Aviva policy.

How does the Best Doctors' service work?

1. Case received by Best Doctors

If you or an eligible family member has been diagnosed with a serious medical condition and would like access to the opinion of world leading experts, you can contact Best Doctors at any time by calling them on **1800 882 342**.

2. Information gathering

One of Best Doctors' medical professionals is assigned to work with you to identify the medical issues, collect the signed Best Doctors' medical release form and your relevant medical records plus support and update you during the process.

3. Information analysis

Best Doctors' multidisciplinary panel of doctors analyses all the clinical information and identifies the key medical issues affecting you. The panel creates a clinical summary which includes: medical history, additional questions and relevant medical records.

4. Expert search

A specialist considered to be the most appropriate by Best Doctors is identified to review the diagnosis and treatment of the particular condition. The expert is selected from the Best Doctors' database of 50,000 peer reviewed specialists.

5. Diagnosis and treatment recommendations

The selected Best Doctors' specialist reviews the summary and supporting materials including pathology, MRIs, etc. The specialist sends a detailed report to Best Doctors with diagnosis and treatment recommendations.

6. Best Doctors' report and follow up

The diagnosis and treatment report is then sent to you (and your treating doctor if requested). The Best Doctors' medical professional assigned to the case reviews the report with you.

Terms and Conditions

Best Doctors is not available for acute, pregnancy-related or mental health conditions. The service does not cover the cost of treatment, additional testing or face-to-face consultations. Aviva Life & Pensions Ireland Limited does not guarantee the ongoing availability of the Best Doctors service to its policyholders and may, at its sole discretion, withdraw access to the service at a month's notice. Policyholders will receive written notification if the Best Doctors service is withdrawn. Best Doctors is not included with policies that are taken out under conversion options.