

WHICH ILLNESSES OR CONDITIONS DOES BEST DOCTORS REVIEW?

In general, Best Doctors will arrange advice about critical illnesses, chronic or degenerative conditions, regardless of whether it is a condition that Sovereign might pay a claim for.

Best Doctors provides a supporting opinion service, so it is necessary that you would have seen a GP in New Zealand first.

WHICH ILLNESSES OR CONDITIONS DOES BEST DOCTORS NOT REVIEW?

Best Doctors will endeavour to assist whenever you need to use the service and there is sufficient information available. However, there may be circumstances whereby the service cannot be provided. These instances generally include conditions that require face-to-face contact, for example:

- Acute and during hospitalisation
- Mental health conditions

If you would like to discuss whether advice is available for your particular situation, call Best Doctors on 0800 425 005.

Please have your personal access number available.

"From the minute I was put in contact with Best Doctors, I had a GP and several consultants overlooking my medical records and explaining things to me... I was so informed that I was calm and confident about what was happening... I am extremely grateful for your fantastic service."

"Experience has taught me that most treating physicians would welcome an outside expert opinion in the treatment of critically ill patients. Best Doctors quickly provides the treating physician with a fresh view of the problem, without the time-consuming burden of having to write a summary, gather reports and copy films."

IMPORTANT INFORMATION

Best Doctors is independent of Sovereign Assurance Company Limited ("Sovereign"). Sovereign does not guarantee the quality of any advice provided through the Best Doctors service or the ongoing availability of the service. Sovereign may withdraw access to the service or change the terms on which access to the service is made available at any time. Information about Best Doctors was sourced from Best Doctors and is not guaranteed by Sovereign to be accurate or complete. Neither Sovereign, its related companies, nor their directors, officers nor employees accept any liability whatsoever for any loss or damage arising out of use of the Best Doctors service, or out of the use of or reliance on the information provided in this document.

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WELCOME TO BEST DOCTORS® WE HELP YOU FIND THE ONE THING YOU NEED MOST. ANSWERS.

Nobody likes to think about falling seriously ill. But should this happen, we want you to feel confident about your diagnosis, and to make sure you get definitive advice about the treatment that's right for you.

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 Best Doctors®

 SOVEREIGN

That's why we've teamed up with Best Doctors. Its worldwide network offers patients and their treating doctors a comprehensive medical review by recognised health experts.

LEADING MEDICAL ADVICE FROM AROUND THE WORLD

Best Doctors helps seriously ill people all over the world gain reassurance about their diagnosis and treatment.

Receiving news about the diagnosis of a serious illness or injury requiring specialist care can be both traumatic and confusing. There are likely to be many questions and concerns relating to the diagnosis and recommended treatment, and this can be overwhelming. Questions like:

- Is the diagnosis right?
- What are the different treatment options?
- How can I be sure I'm making the best decisions?
- What's going to happen to me and my family?

While New Zealand GPs and specialists work hard to provide clarity and support during these upsetting periods, additional advice and expertise is always welcomed to give the patient confidence and peace of mind.

BEST DOCTORS CAN HELP GIVE YOU THE ANSWERS YOU SEEK.

You will have access to expert medical advice from leading specialists, nominated by their peers.

Since its foundation in Boston - USA, Best Doctors has grown into a large global organisation that serves 15 million people in 30 countries around the globe, including the US, UK, Australia and Canada.

Best Doctors can call on the expertise of 50,000 specialists, voted by their peers as the most respected and trusted in their fields. The Best Doctors survey asks physicians, "If you or a loved one needed a doctor in your specialty, to whom would you refer them?"

As doctors are the best people to recognise the

effectiveness of other doctors, Best Doctors specialists are chosen by a rigorous and periodically-updated peer review process to represent the leading-edge of medical knowledge in each field.

HOW BEST DOCTORS WORKS:

- If you want reassurance in respect of a diagnosis or have questions about the treatment plan, Best Doctors offers access to leading medical advice without having to leave home.
- A 'Client Advocate' – a Registered Nurse – is assigned to each case and gathers all relevant medical records, including diagnostic test results and any pathology specimens on behalf of, and at no cost, to you. Your treating doctors are not expected to collect the records.
- Pathology may be retested and all diagnostics reviewed by the Best Doctors multidisciplinary team of doctors, which reviews all aspects of your case, essentially deconstructing and reconstructing the diagnosis.
- A clinical synopsis of your medical condition is created, and a leading expert, or multiple experts, depending on the complexity of the case, is selected from the Best Doctors network of 50,000 world-renowned specialists.
- These experts make specific recommendations about the diagnosis and treatment. These details are summarised by the specialist(s) in a written report and returned to the Client Advocate, who discusses the report with you and explains any concepts that are unfamiliar and then forwards the report to you.
- You are encouraged to share the report with your treating doctor. The aim is to work collaboratively with the treating doctors and specialists – to confirm the diagnosis and best treatment recommendations.

The Client Advocate is available to answer any further questions that arise during this process.



WHO IS COVERED?

Access to Best Doctors is only available to customers who have a current Sovereign TotalCareMax or Absolute Health Specialist and Diagnostic Testing benefit added to their policy. Immediate family means the eligible customer's partner (spouse, civil, or de facto) and any birth child or child under legal guardianship of the customer and/or the customer's partner.

You can access Best Doctors regardless of whether your condition is covered by your policy, as long as your Specialist and Diagnostic Testing benefit remains active.