

Who cares

if you get the
best treatment
possible?



We care.

If you're diagnosed with a critical illness, you'll almost certainly find yourself in a bewildering and worrying situation - and probably faced with some very crucial decisions about your treatment.

Best Doctors is available to help you when you submit a claim covered on a Bupa Critical Illness or Critical Illness with Life policy. It is a medical information company whose sole purpose is to ensure people in the UK can get the medical knowledge and expert advice they need to make the best possible decision about healthcare - for themselves and their families.

As a member of Bupa Individual Protection, you can benefit from the experience, expertise, and guidance of some of the world's leading medical specialists, at no extra charge, through your Bupa Critical Illness policy.

Best Doctors offers a wide range of benefits.

- advice is available 24 hours a day, 365 days a year
- you have access to a database of 50,000 international specialists selected from 2.5 million evaluations
- only 5 percent of doctors in any country are selected by their fellow doctors to be included on the Best Doctors database

For more information, please call our Bupa Individual Protection intermediary sales centre on:

0845 600 3122*

option 4

Individual Protection



Best Doctors ensures you can get the independent expert medical advice you need.

When can you use Best Doctors?

As a member of Bupa Individual Protection, you can use Best Doctors if you submit a claim on either of these policies:

- Critical Illness cover
- Critical Illness with Life cover

How does Best Doctors work?

Once you are diagnosed with a critical illness and submit a claim, you can call Best Doctors 24 hours a day, seven days a week.

A Best Doctors independent adviser will discuss the information they need to help you with your case.

Best Doctors will review your case.

Best Doctors will collect the relevant medical records on your behalf and a team of medical experts will conduct a preliminary review. They will create a clinical summary to ensure that certain key issues have been covered:

- the right questions have been asked
- which type of specialist is needed for further consultations
- to source and contact the specialist to discuss the case

Your case will be examined by experts.

A team of experts in Boston, including doctors affiliated with Harvard Medical School, will work together with experienced doctors from around the world to evaluate your diagnosis and treatment options.

A report outlining their recommendations will be sent directly to you and to your treating doctor.

Best Doctors will find the best specialist available.

In addition to the recommendations about treatment, you will be given a report detailing up to three doctors whose skill and experience would be beneficial in your case.

You can be sure the doctors suggested will be available, as a Best Doctors medical case manager will have already contacted them to make certain that they are and to find out how to make an appointment.

If you decide to seek treatment outside the UK, Best Doctors will provide a list of recommended hospitals, estimates for the cost of treatment, help you get discounts of up to 25 percent on those treatments, and give practical assistance with arranging appointments, travel and accommodation.

Best Doctors aims to get you the best treatment.

- by independently evaluating your diagnosis, making sure it is correct, and that the proposed treatment is the most appropriate
- by finding the most appropriate specialists to deal with your case
- by providing assistance if you decide the best treatment is only available outside the UK

What is not covered.

You are responsible for any cost related to the transport, accommodation, and private treatment costs, either in the UK or abroad.

For more information about Best Doctors and Bupa Individual Protection, please call our intermediary sales centre on:

0845 600 3122*, option 4

Or visit www.bupa.co.uk/bupaindividualprotection

Individual Protection

Best Doctors is a non-contractual benefit which can be withdrawn at any time without notice. The Best Doctors service is available to covered policy holders at no additional cost to their premium. However, policy holders are responsible for all costs associated with any medical treatment, travel and lodging.

For Intermediaries' use only. *BT landline calls to 0845 numbers will cost no more than 3.95 pence per minute. Charges from other providers may vary and calls from mobiles usually cost more. Lines are open from 9am to 5pm. Calls may be recorded and may be monitored.

Bupa Critical Illness Cover and Critical Illness with Life Cover is provided by Bupa Health Assurance Limited. A private company limited by shares and established in the United Kingdom having its head office at The Core 40 St Thomas Street, Bristol, BS1 6JX. Registered in England and Wales No 2774803* *Bupa Insurance Services Limited. Registered in England and Wales No 3829851* *Authorised and regulated by the Financial Services Authority. Registered Office Bupa House 15-19 Bloomsbury Way London WC1A 2BA

