

Best Doctors Second Medical Opinion

Because your family
deserves the best...



An added benefit of a protection policy from Aviva, is access to **'Best Doctors Second Medical Opinion®'**. Best Doctors provides you with access to over 50,000 of the world's top physicians.

Medical expertise and support

If you or a member of your family is diagnosed with a serious illness, you'll have questions.

- **What happens now?**
- **What are the treatment options?**
- **Is the diagnosis correct?**

At Aviva we understand that you need answers. That's why we give you access to the Best Doctors Second Medical Opinion services as part of your protection policy. At no extra charge and right from your first day of cover.

You can use this service for any condition affecting your quality of life. It can also be used for conditions diagnosed before taking out your cover with Aviva.

 **Best Doctors®**

**Member
Care Centre**

1800 882 342



How would Best Doctors help me?

Best Doctors can:

- Double-check the diagnosis you have been given or the treatment being proposed for you.
- Investigate if there are any alternative treatment options.
- Review your options if your symptoms haven't been improving.

Who can access the service?

This service is available to:

- You
- Your spouse or partner
- Your children up to age 18 (or 23 if in full-time education),
- PLUS your parents and your spouse/partner's parents.

How does it work?

Call the **Member Care Centre on 1800 882 342** at any time of the day or night, seven days a week.

A dedicated Case Manager will be assigned to you who will guide you through the whole process including supporting you to gather the relevant medical documentation and discussing the meaning of your report.