

**MEDIGUIDE'S  
MEDICAL SECOND OPINION  
PROGRAM**

## ABOUT MEDIGUIDE

We live in an age of unprecedented worldwide research, where announcements of major advances in medical diagnosis and treatment of diseases are nearly a daily concern. When faced with a serious illness, you want to have access to as much information as possible, from accessing the best medical service provider across the world, to the best rated help guide; you make critical decisions about your health and your family's on this basis.

**MediGuide can help.** Founded in 1999 in America, MediGuide currently serves millions of members across the Globe with its network of offices in North America, South America, Europe and Asia. Working with leading hospitals and medical centers around the world, MediGuide has made it its mission to work with patients and their physicians to gain convenient access to these medical centers for review of their diagnoses and treatment plans.

As a policyholder of Jubilee General's Health Insurance Program, you can avail MediGuide's International Medical Second Opinion services by calling at the following number: 111-11-CARE (2273)

### MediGuide's - Second Medical Opinion Program (MSO)

#### Why Medical Second Opinion?

When you or someone in your family is facing a serious illness, the feeling is nothing short of overwhelming. So that person and his/her doctor want to be certain they're looking at every available option when they are making critical decisions about that persons' health.

Members who have been diagnosed with certain illnesses (you can ask a MSO for any medical condition) - can have their diagnosis and perhaps even more importantly, their treatment plans evaluated by researchers that are at the cutting edge of the science across the globe.

The program provides them with comprehensive information and advice to help make critical decisions about their health. And since time is of the essence in most cases, Second Opinions are typically provided by the WLMC in writing within ten business days. With a serious illness at hand, peace-of-mind may often be one of the best medicines.

#### How does it work?

The MSO program can be availed by the policyholders in 6 easy steps:

- Patient (Policy Holder or his/her Spouse or his/her Children) is diagnosed with a condition which is covered under International Medical Second Opinion. MediGuide covers any Medical Condition.
- The member calls MediGuide's local service center (111-11-CARE) to establish eligibility and initiates the International Medical Second Opinion service.
- Patient must sign a form consenting to the release of their medical records and details. The doctor will then prepare the relevant patient medical records for MediGuide.
- MediGuide will identify 3 medical centers available to provide the review and gives the names to the patient and doctor.
- Patient and doctor choose the medical center they wish to use for the Medical Second Opinion from the list of 3 provided.
- Within 10 business days of receipt of medical records, both the patient and/or doctor will receive a written review from the selected medical center of the original diagnosis and a proposed treatment plan, subject to data protection.

## How the program works

1.



Member is diagnosed with a qualifying medical condition

2.



Patient or physician calls MediGuide at 111-11-care (2273) to check eligibility and initiate the second opinion program

3.



MediGuide will identify three leading medical centers available to provide the review and give the name to the patient

4.



Patient and the physician will choose the medical center they wish to use

5.



The physician's office will prepare relevant patient medical records to be sent to the medical center selected

6.



Within 10 business days of receipt, both the patient and physician will receive the review from the selected medical center

**DISCLAIMER: THE MEDICAL SECOND OPINION PROGRAM IS A SERVICE ONLY AND DOESN'T REIMBURSE MEDICAL EXPENSES FROM THE RECOMMENDED TREATMENT PROTOCOL.**