

Best Doctors Expert Medical Services



Providing clinical quality and peace of mind in Canada.

Helping people make informed medical decisions with confidence is at the heart of everything we do. Whether a member is questioning the accuracy of a diagnosis, trying to decide if surgery is the right treatment, or seeking answers to medical questions, our expert medical services provide personalised advice and recommendations from leading experts in their specialties.

The expert medical services care team helps members navigate the process, gathers medical records, retests pathology, and selects the most-qualified experts to conduct in-depth reviews of each case.

Our personalised approach focuses on clinical quality, medical accuracy, and our members' confidence to make the most-informed decisions.

Strong member focus

Our clinical team works closely with each member to help them make confident decisions about their care.

Innovative services

We provide a single point of entry to a comprehensive suite of services and prioritise clinical accuracy, no matter the complexity of the case.

Highest clinical quality

Our careful pairing of each case with the best medical expert, and the tireless commitment of our clinical staff, ensures clinical quality.

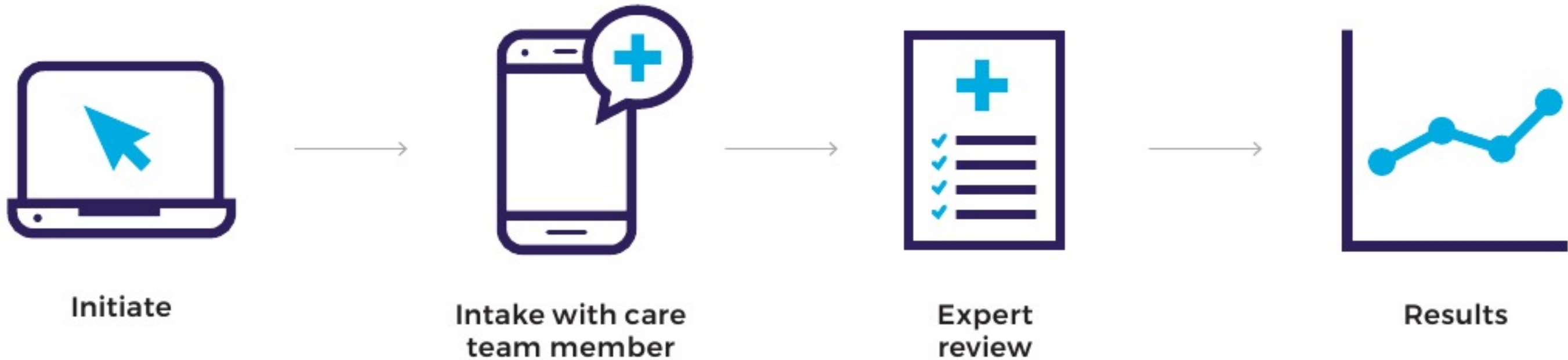
37%

improved diagnosis

65%

improved treatment
accuracy

How Expert Medical Services works



Features

- **Expert Medical Opinion**—Members receive an evaluation of their diagnosis and treatment plan, which are reviewed by a carefully selected expert.
- **Best Doctors 360°**—Empowers members to make informed decisions about their care by helping them navigate the healthcare system or connecting them to information and resources.
- **FindBestDoc**—Access to Teladoc Health's expert network when members need a specialist in their local areas.
- **FindBestCare**—Helps members locate specialists outside of Canada by searching Teladoc Health's global database of over 50,000 expert physicians in more than 450 specialties and subspecialties.

"I've been designing benefits for 20 years and this solution falls into my top list of programs that I'm proudest of bringing to life."

Benefits director



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About Teladoc Health

Teladoc Health is the global virtual care leader, helping millions of people resolve their healthcare needs with confidence. Together with our clients and partners, we are continually modernising the healthcare experience and making high-quality healthcare a reality for more people and organisations around the world.