

THE MANY BENEFITS OF AN EXPERT SECOND OPINION



In 2011 Bupa International teamed up with Advance Medical – an independent organisation that specialises in providing medical opinions from the world’s leading experts. Our members now have access to expert second opinions whenever they’re needed, wherever they’re located, and at no extra cost.

This new service demonstrates how we are keen to support our members at every opportunity. We’re here to give them confidence in their diagnosis, ensure they get the best possible care and help them make informed decisions about their health – not just as their insurer, but as their healthcare partner.



A recent case study

Mr E is a young male member with type-1 diabetes, based in Egypt. Here’s what happened when his father phoned our medical centre to pre-authorise pancreatic cell transplant surgery.

Choice – our helpline adviser explained that while the member was eligible for surgery, they also had the option of getting a second opinion from an independent specialist. Mr E’s father appreciated this opportunity especially at no additional cost, so the case was referred to Advance Medical.

Expertise – Advance Medical appointed a case manager/physician who referred all of Mr E’s medical records to one of the world’s leading experts in diabetes – Dr F. Xavier Pi-Sunyer, a Professor of Medicine at Columbia University College of Physicians and Surgeons (and a former President of the American Diabetes Association)

Advice – after reviewing the case a number of recommendations were made, most notably that the pancreatic cell transplant may not be the best course of action. Dr Pi-Sunyer put together a report explaining his recommendation – citing potential complications with surgery and how maximizing the dose of long-acting insulin might be a better approach. He also explained the benefits of monitoring diet and exercise more closely.

Reassurance – a copy of the report was sent to the member and the Advance Medical case manager explained the contents in detail to the boy’s father. Relieved and confident they were making the right decision, they decided to cancel the proposed surgery.

The impact of good advice

- The member was delighted with the outcome. It gave him the confidence he needed to cancel the surgery.
- His father was particularly grateful for the detailed explanation that outlined the pros and cons of pancreatic cell transplants and why the procedure wasn’t recommended.
- If the surgery had gone ahead, it would have cost Bupa International anything up to \$180,000. When we save money like this on unnecessary treatments it helps to keep premiums manageable for our members.

FIND OUT MORE

Our second opinion service is making our members more confident than ever that they’re getting the best possible care and attention with Bupa International. If you’d like to hear more about the positive impact it is having, please contact your business development consultant who will be happy to help.