

Best Doctors MEMBER STORY



NAME: Charlie

Reason for consulting Best Doctors:
seeking a solution to chronic pain

BEST DOCTORS EXPERT SPECIALTY:
spinal surgery

No longer needs
to use a walker

Charlie had been struggling with lower back pain for years. Although he had enjoyed intervals of relief, his suffering had recently become more intense and was aggravated by a numb, heavy feeling in his right leg. He decided to undergo nerve decompression surgery on his lower back, yet soon afterwards he was alarmed to find that his leg was now weak and painful.

Despite medication and physical therapy, nothing had changed for Charlie even a year after his operation and he was still only able to walk with a walker and for 20 minutes at most. Imaging revealed an increase in soft tissue in the area where he had been operated, which his doctors

interpreted as scar tissue. Charlie was advised to see a pain specialist yet before resigning himself to a chronic condition, he wanted to be sure that he had looked at every angle. When he realized that he had access to Best Doctors as part of his health insurance policy, he decided to get in touch.

"All the communication and assistance from my case manager and nurse was just great."

The Best Doctors specialist in spine surgery consulting on the case had new findings for Charlie: the scar tissue was not causing his persistent leg pain and other possibilities should be considered. The expert recommended extensive testing to correctly assess the degree and type of nerve irritation and

compression, providing indications on how to proceed in a variety of testing outcomes.

Charlie shared the Best Doctors report with his treating team, who were interested in the findings. The recommended testing revealed a large hernia in his spine and he decided to go ahead with surgery. Now in rehabilitation, both he and his family are pleased to see that his condition has greatly improved and that he no longer requires a walker.

"The expert report gave me the most complete description of my condition that I have received. It was very accurate in explaining the testing, diagnosis and treatment outcomes. I am very pleased to have used Best Doctors."

A dramatic
improvement after
years in pain

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