

# Best Doctors MEMBER STORY

If you have any questions about Best Doctors please call Jamie Vickers, Director Sales and Account Management on +61414486596



**NAMES:** Michael and Suzanne

**Reason for contacting Best Doctors:** struggling to choose between two drastically different treatments

**BEST DOCTORS EXPERT SPECIALTY:**  
maxillofacial surgery

## Successful surgery and a full recovery

*"My wife, Suzanne, developed a benign cyst in her lower right jaw. As it had grown considerably, her surgeon prescribed a course of treatment designed to first shrink and then remove the cyst, filling in her jaw and allowing the bone to regrow.*

*We wanted to be sure, so we decided to consult another surgeon. This time, Suzanne was advised to have radical surgery: her entire lower jaw would be removed, followed by a bone graft. Her face would basically need to be reconstructed, including the teeth on her right side, and she would likely lose feeling in her jaw and chin. We were in shock.*

*Clearly, this was a very dramatic and traumatic suggestion, and so different to the other option. We were left feeling that we didn't know which doctor's opinion was the right one. I am an Independent Financial Advisor and knew that my insurance included Best Doctors.*

*I had never used the service before, but decided to get in touch.*

*From the very first contact, the service was excellent. It was such a comfort to have someone to talk to, someone without any financial or other interest in the outcome. After an extensive telephone interview with my wife as to the exact nature of her condition, Best Doctors set about gathering all of her medical files, which were then sent to an internationally renowned specialist in maxillofacial surgery.*

*Reviewing Suzanne's imaging and the two opinions she had been given, he explained the pros and cons of each, especially in terms of reducing the likelihood that new cysts would appear.*

*He agreed with the first surgeon's recommendations. The second opinion was deemed too radical for the diagnosis and would only be undertaken in the event of a malignant tumour, which this wasn't.*

*Reading the expert report, my wife and I were convinced that the first treatment was the most appropriate one for her. Knowing that the major decision you are about*

*to undertake is backed by a renowned specialist gives you such an immense sense of reassurance. On an emotional level, Best Doctors helped to reduce my family's stress levels. Suzanne went ahead with the surgery that had been proposed by her surgeon and Best Doctors. The operation was a success and she is now fully recovered and doing very well.*

*I have been singing the praises of Best Doctors to my clients. I can't recommend it highly enough in terms of what it actually does for you when you need to make a claim. Best Doctors is such a vital part of any insurance contract. If a plan didn't have it, then I wouldn't recommend it.*

*Make sure you have Best Doctors included in your policy. There may be a time when you need it and it will give you the knowledge that you are getting the best treatment."- Michael*

Support for a major decision and less stress for the family

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