



PEOPLE JUST LIKE YOU

NAME:

Marion

REASON FOR BEST DOCTORS CONSULTATION:

No clear diagnosis after a trauma injury

BEST DOCTORS EXPERT:

Speciality: **spinal cord and traumatic brain injury**

“Everything I did was affected by the pain.”

“I was involved in a serious car accident whilst travelling interstate a number of years ago.

At the time, I was discharged from hospital and told that everything was okay, returning to my regional community. Soon afterwards, however, I began to experience incessant headaches, right side weakness, back and neck pain, regular loss of balance and severe dizziness. My testing revealed nothing more than muscle tension and limited range of motion in my neck and spine.

I began physiotherapy but always felt tired and woozy after the sessions, which worried me. The fatigue was overwhelming. Yet test results did not come up anything significant. I consulted several different health care providers, but continued to feel like things were getting worse. Everything I did was affected by the pain- work, driving, gardening, sleeping...even walking.

My back and shoulders felt stiff, my neck felt as if it was burning and I would regularly lose feeling in my feet and hands. I grew more and more unsteady on my feet, and I would frequently fall over and drop things. Going upstairs became a challenge and I couldn't walk too far without the aid of a foot brace.

My symptoms weren't just physical. I was having difficulty concentrating, finding the right words and remembering names. I was extremely tired, became anxious in crowds and had recurring nightmares. I felt that people didn't really understand what I was going through. I was desperate for treatment and I knew that my condition was getting worse because I was not receiving the appropriate treatment.

My GP suspected there was more to this. We began searching for a specialist treating physician that would aid me in quantifying and improving my symptoms. An Adelaide neuro-physiotherapist was convinced that I had sustained a TBI (Traumatic Brain Injury) from the multiple forces in the accident. A Melbourne physician was of the opinion that I hadn't suffered a TBI and applied the label of Conversion Disorder to my condition.

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Marion. No clear diagnosis after a trauma injury.

However, another Melbourne professor referred me to a brain injury rehabilitation hospital for assessment and treatment, confirming the presence of a TBI. There were now several reports with varying diagnoses, which suggested doubt and debate amongst the medical professionals consulted.

I remembered that I had access to Best Doctors through my MLC Insurance policy, so I gave them a call.

Right from the start, Best Doctors were so reassuring, and the service was flawless. My initial interview with my case nurse was excellent: she was so approachable and understanding. The entire team made it so easy for me to begin the process: they were really diligent, gathering everything they needed from my doctors and hospitals without my having to do anything.

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Best Doctors brought my case to a renowned international expert in spinal cord and traumatic brain injury. Looking at my full records and symptoms, it was clear to him that the crash had resulted in a multi systemic trauma with (mild) brain injury, along with a possible concussion and soft issue injury, all of which had gone undetected in my initial scans. In his opinion, my psychological symptoms had probably been caused or worsened by stress.

The expert then provided me with a step-by-step, multi-disciplinary plan, beginning with specific recommendations for testing, rehabilitation and medication for managing my pain and psychological symptoms.

The Best Doctors expert report gave me immense peace of mind that I wasn't going mad. Indeed, the report made it possible for me to move forward with my doctors and to get further examinations and treatment that has put me on track to recovery. Thanks to Best Doctors, I'm now back at work.

In fact, as a financial adviser and, having experienced the service offered by Best Doctors, I am, more than ever, convinced that it is an essential part of any insurance policy."

**"Thanks to Best Doctors,
I'm now back at work."**

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