



PERSONAL GUIDE
Access to some of the
world's best medical services

Lifeline^{PLUS}

Second Opinion

Available on
MyHealthPortal at
www.mylifeline.co.uk

Second Opinion

What is Second Opinion?

A second opinion is an additional medical consultation after a first medical diagnosis by a doctor or hospital consultant in the UK. With constant changes in medical science, it is difficult for any one doctor or surgeon to be aware of all the latest information.

While, in many cases, Second Opinion will confirm your diagnosis or suggest only minor changes to your treatment strategy, you will have the reassurance that the treatment being proposed has been verified as appropriate by internationally recognised medical specialists.

In the case of a life-threatening or life-altering diagnosis a second opinion is accepted as 'best practice'.

Who can benefit from Second Opinion?

You or any member of your immediate family can obtain a medical second opinion from a leading international specialist if diagnosed with a new medical condition or are injured whilst you are insured by our Lifeline Plus policy.

How Second Opinion can make all the difference

You've been diagnosed with cancer and are concerned that your doctor's prognosis may not be accurate. You log on and request a second opinion. Our medical team arrange for one of the best clinics in the world to review your case and set up a secure, confidential web video conference with a top specialist so that you can ask whatever questions you need to.



Are only severe cases considered for Second Opinion?

No, you can use Second Opinion, regardless of your medical problems or the degree of seriousness, as long as it's about a newly diagnosed illness or injury which occurs whilst you are covered by a Lifeline Plus policy.

Why seek a second opinion?

Second Opinion ensures you receive a comprehensive analysis of your situation and treatment options and avoid mistakes in circumstances where your choice of treatment may be one of the most important decisions you ever make.

You owe it to yourself and to your family to base any medical decision on the most complete and reliable information available.

Second Opinion is provided by Second Opinion Telemedicine Network (UK) Limited.

How do I get a second opinion?

Firstly, you need to contact Second Opinion's Medical Director on 020 7486 2300 or online via www.mylifeline.co.uk (click MyHealthPortal) and provide details of your current UK medical consultant. Then Second Opinion will contact your consultant and request your files. In some circumstances, they will need your written authorisation for the transfer of your files and a small charge may be made by your consultant.

If your consultant is outside the UK, please contact Second Opinion and they will be able to advise the best course of action.

Generally it is not necessary to visit the Second Opinion offices. The medical second opinion is sent by fax or e-mail from the hospital to Second Opinion's UK Medical Director. They will then explain the contents of the opinion to you and, if you wish, to your doctor.

How long will it take for me to receive the second opinion?

It depends on how many doctors are involved to get a comprehensive opinion. If only one doctor is required it usually takes only a few days. In general, each additional doctor required for the provision of a full opinion extends the procedure by three to four additional days.

How much do I have to pay to get a second opinion?

If you're covered by a Lifeline Plus policy there is generally no cost to you. Most services and related costs will be fully covered.

If Second Opinion's Medical Director believes it is necessary to visit their offices in London, we will cover the cost of this first consultation. However, we do not cover transport and accommodation costs or the cost of any subsequent consultations.

In most cases it will not be necessary to visit Second Opinion's offices as their advanced and secure technology enables them to transmit medical files around the world instantly. So a medical specialist, who may be thousands of miles away at one of the world's most renowned hospitals, can review medical information and provide a high-quality medical second opinion without you leaving home.

How many times a year can I use Second Opinion?

There is no restriction – you can use the service as often as you need to as long as you are covered under a Lifeline Plus policy.



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The Second Opinion medical network

The network works on two levels: there is a UK based medical team, which co-ordinates the provision of services, and an international collection of leading medical institutions that delivers medical consultations.

An advanced online system is used to manage and transfer a subscriber's medical records and files to the selected medical team. This includes imaging such as CT and MRI which would normally need to be sent via the postal service. The ability to transfer medical files instantly allows a result to be delivered in a matter of days.

The UK based medical team is available to you or your doctor to provide further clarification and explanation about the second medical consultation. If necessary you have the opportunity to talk directly with the specialist about their consultation using a medical video conferencing system.

How Second Opinion can make all the difference

Peter, 43, was diagnosed with a brain tumour (Ewing's Sarcoma). Before undergoing chemotherapy, Peter asked for Second Opinion. As his case was urgent, Peter's file was sent to the USA and immediately reviewed by a Professor and a specialist pathologist in sarcomas. The team in the USA requested urgent further tests and found that he did not have a brain tumour, but had suffered a stroke. Peter was saved from unnecessary treatment and risk to his life.

Visit www.mylifeline.co.uk (MyHealthPortal)
or call 020 7486 2300



The list of leading medical institutions includes:

The Harley Street Clinic
The Lister Hospital
The Portland Hospital
The Princess Grace Hospital
The Wellington Hospital
London Cancer Group
HCA Laboratories
John Hopkins Medical Institutions
Harvard Medicine
The Children's Hospital of Philadelphia
University of Pennsylvania Health System
**Dana-Farber/Brigham and Women's
– Cancer Center**
Massachusetts General Hospital
Thomas Jefferson University Hospital
Brigham and Women's Hospital
Crozer Keystone Health System
Newton-Wellesley Hospital
Fox Chase Cancer Center
Temple University Hospital
Faulkner Hospital
McLean Hospital
North Shore Medical Center

The hospitals with which we work may change from time to time. A current list can be found online at www.mylifeline.co.uk (MyHealthPortal)



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