



SUPPORT SERVICES

SECOND MEDICAL OPINION | KEY BENEFITS



The Second Medical Opinion service provides access to over 53,000 leading consultants worldwide. They offer second opinions on diagnoses and treatments for almost any condition.

1 SECOND MEDICAL OPINION OUTCOMES¹



94% of users said access to Second Medical Opinion was **important** to them



1 in 7 people have a **change in diagnosis**



2 in 5 had a **change in treatment** recommendations

4 VALUE OF SERVICE



FREE² to all employees and their immediate³ family



Saving employers £95 per year per employee for family cover⁴

2 FROM BACK PAIN TO HEART DISEASE

Expert medical specialists giving real peace of mind



Confirmation of diagnosis



Confirmation of treatment options



Confirmation of prognosis



World-class medical information from the comfort of home

5 DEDICATED SUPPORT – AVAILABLE 24/7



A dedicated case manager to help navigate the service



A dedicated nurse to support and answer questions



Personal report sent direct, to share with a treating doctor



E-mail a doctor any time of the day to receive an answer within 72 hours

3 THE DOCTORS' CHOICE



53,000 experts in all areas of medicine



More than 425 specialties and sub-specialties



Global database of chosen experts nominated as best by their peers



To find out more please call your Canada Life Account Manager, or contact us on **0345 223 8000**

In partnership with



¹ Statistics are based on average figure taken from Canada Life Best Doctors® service users 2012 - 2016.
² Second Medical Opinion is free to use for insured and non-insured employees of a Group Income Protection policyholder, and insured employees of a Group Critical Illness policyholder.
³ Immediate family includes any spouse, partner, parent or sibling living in the same household; any legal dependant under the age of 21 and in full time education; or any other legal dependant who is dependent on the member because of disability.
⁴ Best Doctors® 2016. Estimated standalone cost for an employee and their family to access the Second Medical Opinion Service.
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