



# Best Doctors®

As the insured of **Designated Product(s)** offered by The Pacific Life Assurance Company, Limited (“Pacific Life”), you are entitled to free access to the *Best Doctors* service. *Best Doctors* is an organization that provides second medical opinions from experts around the world.

## **HOW BEST DOCTORS CAN HELP YOU AND YOUR FAMILY?**

*Best Doctors* offers you and your family\* access to three levels of personalised medical advice free of charge, depending on what you need.

## **GET A SECOND OPINION ON YOUR DIAGNOSIS**

Ask to have a world leading specialist to perform an in-depth review of your diagnosis and proposed treatment plan. You may be requested to provide the relevant medical records, previous tests / scans that were carried out to *Best Doctors* where the pathology may be retested, if necessary.

The process will take about 15-20 business days after gathering your medical records. You can expect to receive an expert report written by a world leading specialist who has analysed your current / existing diagnosis and also provide his / her opinion if your treatment plan is the best available.

## **ASK AN EXPERT**

If you are after fast answers to help understand a medical condition or its treatment plan and don't require a confirmation of your diagnosis, then you can AskTheExpert.

A member of the *Best Doctors* medical team will help you to make sure you're asking the right questions and you will receive an expert report in 7-10 business days from a leading international specialist.

## **DOCTORS ONLINE**

If you have a basic medical question, you can ask online and one of *Best Doctors* experienced General Practitioners will get back to you with an answer within 2-3 business days.

## **EXCLUSIVE ACCESS TO ONLINE RESOURCES**

As a member, you also get access to helpful medical information and wellness tools online, such as a video library, medical encyclopedia, symptom checker and health risk assessment.

## **WHY PEOPLE CONTACT BEST DOCTORS?**

- Symptoms not improving
- Questioning the need for surgery
- No diagnosis
- Don't understand diagnosis
- Need help deciding among multiple treatments
- Skeptical of their doctors(s)

## **WHO IS BEST DOCTORS?**

- Founded in 1989 by Harvard Medical Schools Professors
- 50,000 Peer-nominated experts worldwide
- 450+ Specialties and sub-specialties
- The experts are part of the TOP 5% of practicing physicians in the world
- 30 Million members in over 70 countries

## **HOW TO REGISTER WITH BEST DOCTORS?**

Visit [askbestdoctors.com](http://askbestdoctors.com) or if you'd like to discuss a condition with the *Best Doctors* medical team, call 800 965 804 (Cantonese). Simply quote your Pacific Life Policy Number with date of birth and let the *Best Doctors* team take care of you. You may also register for your unique User ID at [pacificlife.askbestdoctors.com](http://pacificlife.askbestdoctors.com) by providing your Policy Number at the “Policy Number” field.

## **IMPORTANT INFORMATION**

*Best Doctors* is not an insurance product and it doesn't replace your relationship with your current doctor or medical specialist. Information about the history and services mentioned above was sourced from *Best Doctors*. Pacific Life reserves the right to withdraw the service or change the terms on which the service is provided to policyholders at any time.

---

\* Best Doctors may need the proof of relationship.



# Best Doctors®

貴為太平洋人壽保險有限公司（「太平洋人壽」）特選產品的被保人，您已合資格免費使用 *Best Doctors* 的服務。

## **BEST DOCTORS 如何幫助您和您的家人？**

*Best Doctors* 將按照您的需要，為您和您的家人\*提供免費的三重醫療諮詢服務。

### **為您的診斷結果尋求第二意見**

您可要求世界著名專科醫生針對您被診斷的結果和建議治療方案進行深入的檢討。您可能被要求提供相關的醫療記錄、之前所進行的測試/掃描予 *Best Doctors*，以便在有必要的情況下重新進行病理測試。

從收齊您的醫療記錄日期起，此過程需要大約 15-20 個工作日。您將收到由世界著名專科醫生經詳細分析您當前/現有病情的診斷後所撰寫的書面專家報告，他也會提供其意見以說明您的治療方案目前是否最合適的療法。

### **諮詢專家**

若您需要迅速的回覆以協助您理解某項病情或其治療方案，但不需確認診斷結果，那麼您可以諮詢 AskTheExpert。

*Best Doctors* 醫療團隊的成員將協助確保您所提出的問題是否正確，而您將在 7-10 個工作日內收到國際著名專科醫生的專家報告。

### **醫生在綫**

若您對基本醫療有任何疑問，可使用在綫查詢，*Best Doctors* 經驗豐富的全科醫生將會在 2-3 個工作日內給您回覆。

### **獨家存取綫上資源**

身為會員，您還可以在綫上獲取實用的醫療諮詢以及使用保健工具，如視頻庫、醫學百科全書、症狀檢查和健康風險評估。

### **為何聯絡 BEST DOCTORS？**

- 症狀持續不見好轉
- 不確定是否有動手術的必要
- 無診斷結果
- 不了解診斷結果
- 需要協助從多項治理方案中作出決定
- 對其醫生存有疑慮

### **誰是 BEST DOCTORS？**

- 由兩位哈佛醫學院教授在 1989 年成立
- 50,000 名遍佈世界各地的同行公認專家
- 超過 450 個專科和亞專科
- 專家為全球 5% 最頂尖執業醫生
- 在多於 70 個國家擁有三千多萬位會員

### **如何註冊 BEST DOCTORS？**

請瀏覽 [askbestdoctors.com](http://askbestdoctors.com)。若您希望與 *Best Doctors* 醫療團隊討論某些病情，請致電電話專線 800 965 804（廣東話）。您只需告知您的太平洋人壽保單編號和出生日期，*Best Doctors* 醫療團隊就會盡速回覆您的查詢。您也可以登入 [pacificlife.askbestdoctors.com](http://pacificlife.askbestdoctors.com)，並在“Policy Number”一欄填入您的保單編號，即可註冊一個獨特的用戶帳號。

### **重要資訊**

*Best Doctors* 不是一項保險產品，亦不會取代您與現有醫生或專科醫生的關係。以上所述的歷史和服務源自於 *Best Doctors*。太平洋人壽保留隨時取消此服務或更改提供予保單持有人的服務之條款的權利。

---

\* *Best Doctors* 有可能要求保單持有人提供關係證明。