

FAQs about your Expert Medical Services

What conditions qualify for Best Doctors services?

Best Doctors provides services for a wide range of medical conditions from back pain and sports injuries to chronic diseases and life-threatening illnesses.

Do I have to follow Best Doctors recommendations?

No. You remain in full control of your healthcare decision-making. Our recommendations are completely voluntary. Our goal is to help you make informed medical decisions.

Is getting an Expert Medical Opinion from Best Doctors insulting to my treating doctor?

It should not insult your physician. Treating physicians who have worked with Best Doctors appreciate having access to respected experts in their field of practice and information regarding innovative diagnostic and treatment options that might not be available in their local communities.

Do public healthcare plans pay for treatments recommended by Best Doctors?

Best Doctors only recommends courses of treatment. The final decision about treatment is made by you and your treating doctor. Costs are usually covered through government, employer, or personal health insurance plans.

Is there a maximum on how much I use my Best Doctors services?

All Best Doctors members can use their Expert Medical Services as many times as they would like throughout the lifetime of their policy.

What will I need to do once a service has been initiated?

Wait for our call and track case updates online. Depending on the service initiated, your Best Doctors team will work together on your behalf, gathering all relevant information to match you with the right specialist and deliver detailed reports with recommendations on your best health path forward.

Who are the doctors that Best Doctors uses?

The Best Doctors physicians are among the top 5% of practising specialists worldwide, selected by peers through a comprehensive review process. We have a network of more than 50,000 physicians in over 450 medical subspecialties. Doctors cannot pay to be included on the Best Doctors list or nominate themselves for consideration.

Is Best Doctors private healthcare?

No. There are many types of coverage that exist to help people, from dental insurance to medical insurance to long-term disability and group critical illness. Best Doctors is a service that can be part of one of these organisational or personal insurance plans or as a stand-alone benefit.

Can Best Doctors arrange for an individual to “jump the queue”?

Best Doctors works within the Canadian healthcare system and has no leverage to help members jump the queue.



Starting a case is easy

Go online at bestdoctors.com/canada/start
or call 1-877-419-2378