

# A Medical Second Opinion Testimonial

## An Incredible Gift



### Life threw me an unexpected setback and HumanaCare was there to help me through it.

**In a very short period of time, I was confronted with a complex and confusing health crisis.** The treatment options offered seemed excessive and very severe in comparison to the diagnosis. It was very hard for me to comprehend the nature of the problem and work through the options to identify the best course of action for me. Added to this was the pressure of having to make a decision and act relatively quickly. I was so overwhelmed and completely consumed by the diagnosis that I called my EAP for counselling.

During my call with the HumanaCare nurse, I discovered not only was she able to set me up for counselling to deal with my stress and anxiety, I also had access to their Medical Second Opinion (MSO) program. The nurse that took my call was so empathic, supportive and highly professional in leading me through the process and ensured that all my information was submitted accurately and timely. I was counselled on how the MSO worked and was continuously informed by email and phone consultation during the entire process. The HumanaCare nurse outlined that a team of medical specialists would review my medical information and test findings and they would provide their expert

opinion to help me make (and validate) my treatment decision. This guidance was an incredible gift.

What was even more impressive is how the HumanaCare team understood the complex challenges I was facing and my need for an expedited report. It was wonderful to have an informed, interested and caring nurse to talk to and explore the situation that confronted me. I was advised immediately when the report was finalized and was sent a secure report copy. Shortly afterwards, my nurse discussed it over the phone and answered my questions.

It has now been a few months since I accessed HumanaCare's services. The recommendations that their medical second opinion team outlined helped me make my decision around treatment and gave me a much better understanding of my condition. I am currently still going through treatment and adjusting my life accordingly.

All I can say, is that I am incredibly grateful for HumanaCare's support and medical guidance through one of the most difficult times of my life.

**1-800-661-8193**

24 HOURS A DAY ANYWHERE IN NORTH AMERICA

