When you’re in the hospital because of a serious accident or severe medical event, the decisions about your care can be a matter of life or death. Make sure those decisions are the right ones – with Best Doctors Critical Care.

All it takes is one phone call. We’ll immediately put your case in the hands of a leading medical expert. The Best Doctors expert will review your case in detail and share his or her recommendations within 48-72 hours. In addition, if needed, we send a nurse on-site to help coordinate care locally. Together, your doctor and ours will collaborate to ensure you have the right care at the right time, reducing your hospital stay and speeding your recovery.

**THE SUPPORT OF A CRITICAL CARE EXPERT WHEN YOU NEED IT MOST**

With Best Doctors, you can draw on the expertise of leading critical care experts for acute medical events resulting in admittance to the ER, ICU or NICU, such as:

- Traumas to multiple organs and/or body systems
- Complications from the premature birth of a child
- Spinal cord injuries
- Traumatic brain injuries
- Severe burns
- Sepsis
- Acute Respiratory Distress Syndrome (ARDS) and Acute Lung Injury (ALI)

**HOW IT WORKS**

Best Doctors collects your medical records in 24-48 hours
If necessary, we place a nurse on-site to gather information and help coordinate care.

You are admitted to the hospital for an acute medical event
You or your family member calls Best Doctors.

Best Doctors selects a critical care/trauma expert for your care
They review your medical records and develop treatment plan recommendations.

The Best Doctors expert collaborates with your treating physician and team
We ensure you’re getting the right care at the right time.

Your Expert Report is delivered in 48-72 hours
Immediate and longer term recommendations are shared with you and your local treatment team.

**CALL ON US WHEN MEDICAL EXPERTISE IS CRITICAL**

No one likes to think about a serious accident or traumatic medical event. But if one occurs, make sure you and your family do what’s best. Contact Best Doctors at 1-866-904-0910.
WHO ARE THE BEST DOCTORS PHYSICIANS?
Best Doctors has a network of over 53,000 leading medical experts in 450+ specialties and subspecialties. They include the top 5% of U.S. physicians; many are nationally recognized. Each has been selected as one of the best in his or her field by other doctors – and only other doctors.

HOW AND WHEN DO I CONTACT BEST DOCTORS AFTER A CATASTROPHIC MEDICAL INCIDENT OR TRAUMA?
You can reach Best Doctors at 1-866-904-0910. If possible, the call should be made as soon as you are admitted to the hospital or immediately afterwards.

WHAT IF I'M INCAPACITATED AND UNABLE TO CALL?
Your family members and health care proxy/advocate can call us on your behalf.

IS THE SERVICE AVAILABLE TO MY FAMILY MEMBERS?
Yes, as long as they are covered by your employer’s Best Doctors benefit.

HOW LONG DOES THE BEST DOCTORS REVIEW PROCESS TAKE?
We collect your medical records, assign your case to an expert and provide his or her recommendations in a written report. The report is provided 48-72 hours after we receive your records.

HOW MUCH DOES BEST DOCTORS COST?
Your employer provides Best Doctors to you and your family at no cost.

DOES BEST DOCTORS SHARE MY MEDICAL INFORMATION WITH MY EMPLOYER?
No. Best Doctors is 100% confidential. We will not share your medical information with your employer without consent from you or your representative.

WHAT TYPE OF BEST DOCTORS EXPERT WILL WORK WITH MY TREATING PHYSICIAN?
Best Doctors assigns an expert physician specializing in the treatment of patients in intensive care to be lead physician in our Critical Care cases.

DOES THE BEST DOCTORS EXPERT TAKE OVER MY CARE?
No. The Best Doctors expert collaborates with your local treating physician or team to ensure that the right care is delivered when and where it’s appropriate. Your treatment team remains responsible for your care with additional guidance from the Best Doctors expert.

WHAT IF I HAVE A MEDICAL CHALLENGE THAT DOESN'T INVOLVE CRITICAL CARE OR HOSPITALIZATION?
Best Doctors Critical Care is only appropriate if you’ve been admitted to the hospital for a critical medical event. However, we have expert physicians who can help with a wide range of other medical issues. If you are experiencing a non-critical medical challenge, call Best Doctors at 1-866-904-0910.

WHAT OTHER SERVICES DOES BEST DOCTORS OFFER?
Best Doctors offers a variety of services that help eliminate medical uncertainty of all kinds. Our In-depth Medical Review is like a second opinion, only better. Ask the Expert gives you answers to your personal medical questions from an expert specialist. And with Find a Best Doctor™ you’ll be matched to a leading specialist in your local area. You can find out more at www.bestdoctors.com.