

The power of information... peace of mind thanks to Best Doctors



"Our son Alex suffered a stroke at the age of eight years. Fortunately, with the help of the doctors and the rehabilitation team, he made a good physical recovery. An MRI scan told us a clot had caused the stroke, but despite a barrage of further tests, the cause of the clot remained a mystery for almost two years. The uncertainty we felt and the worry that it might happen again was very hard to bear. We then discovered our BUPA Critical Illness policy gave us access to the Best Doctors service. Within days of phoning Best Doctors, a consultant in the US had contacted us. Best Doctors arranged to send them all of Alex's medical records. We soon received a report from a pediatrician in Minnesota that gave us the answers we so desperately needed. It gave us a full explanation of why the clot had occurred and reported it was unlikely to happen again. The relief was immense. It felt like we could finally start living life to the fullest again and look forward to the future.

Although Alex's physical recovery was relatively swift, his return to full mental fitness has been a lot longer. He has to learn to read and write all over again. It's likely Alex will need individual help in class for some time, but he is clawing his way back and is well on the way to a full recovery. We can cope with this much better knowing what we do about his health, and that peace of mind is thanks to Best Doctors. I work within the insurance industry as an independent healthcare intermediary, and I wasn't aware Best Doctors was available to us. I want to use our positive experience to promote something the general public may also not be aware about. I think the Best Doctors service deserves to be publicised."

- Colin Boxall