



**Informed decisions with an  
independent second opinion**

**sanitas**



## When should I get a second medical opinion?

It can be a good idea to request a second medical opinion when you're faced with the prospect of a complicated medical procedure.

### **For instance:**

- If you're suffering from a prolapsed disc and are advised to undergo an operation.
- If you suffer from joint arthrosis and your doctor recommends joint replacement surgery.
- If you suffer from cardiac arrhythmia and are due to be fitted with a pacemaker.

Opinions are often divided when it comes to elective surgery, which means there may be a better solution out there which is more tailored to your individual needs.

### **Ask questions**

When it comes to making important decisions affecting your health, you're faced with many questions. Put these questions to the doctor providing your treatment – their opinion along with that of the expert providing a second opinion can provide the information you need to make a more informed decision on how to proceed.

### **For example:**

- Are there perhaps other, less invasive, methods of treatment?
- What are the advantages and disadvantages of the various methods?
- What are the chances of success?
- What are the consequences if I delay or refuse the treatment?

# How second medical opinion works

Your first point of contact is always your personal advisor. He or she discusses your case with your medical care advisor who then contacts you in order to offer help and advice.

You tell your medical care advisor about your problem and decide together whether you want to go ahead with requesting a second medical opinion by phone, in writing or in person.

## **I'd like a second opinion in writing or by phone**

Your medical care advisor gets in touch with our partner Medgate. Medgate comprises a team of over 90 medical professionals who are on hand to help and advise. Your medical care advisor clarifies who is the most suitable person to deal with your case. The chosen doctor contacts you by phone.

## **I'd like a second medical opinion in person**

Your medical care advisor arranges an appointment for you with a medical specialist from the Hirslanden Private Hospital Group or the Genolier Swiss Medical Network.



All information and documents provided by you are treated in the strictest confidence. Your doctor will only be involved with your written consent.



### **Contact**

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