

# MEMBER STORY



NAME: Justin  
AGE: 31

by  Best Doctors®

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**REASON FOR CONTACTING BEST DOCTORS:**  
in pain after two surgeries and desperate to return to sports

**BEST DOCTORS EXPERT SPECIALTY:**  
shoulder surgery

**90% range of motion recovered  
and back doing sports**

From cricket to rugby, there was not a sport that Justin didn't enjoy. Yet several years ago, he took a bad fall during a football match, landing hard on his right shoulder. Repair surgery was performed with good results, and Justin made a successful recovery, though football remained off limits. However, just six months later, he reinjured the same shoulder while working as a technician in a mine.

Justin underwent another surgery. Yet long after he should have recovered, he remained in pain. Having tried almost everything for relief, including physiotherapy, acupuncture and local injections, he was able to get some motion back yet still could not raise his arm overhead and even normal everyday movements would catch him off guard with pain. No longer able to do any manual work, Justin was unable to return to his job. With no income, no insurance and no other skills to enable him to easily find another career, he was forced to spend two years retraining and eventually became a financial advisor.

**“The Best Doctors expert report really sorted things out for me. I had been given more than one diagnosis and Best Doctors cleared up all the doubt.”**

Happy in his new career yet unable to do any sports except running, Justin struggled with the idea of an entire life sitting on the sidelines. He was familiar with Best Doctors as a service he recommended to clients and he knew it was part of his own health insurance policy. He decided to get in touch.

After having spoken to Justin and gathered his complete clinical files and imaging, the Best Doctors team knew that he needed an expert in shoulder surgery who also specialised in sports medicine. On careful review of the

case, the expert concluded that Justin's pain and restricted movement were unfortunately due to post-surgical scarring and the resulting inflammation and adhesion of his biceps tendon to his shoulder joint. To be absolutely sure, he urged Justin to undergo a thorough physical examination to rule out an underlying condition in his spine or shoulder, providing precise indications as to the types of tests to be performed. He also recommended that, as a precaution, Justin have his MRI redone, this time after first obtaining x-rays to check for arthritis in his shoulder joint.

The expert felt that the only way that Justin could get lasting relief and return to sports was to undergo an operation to release the biceps adhesions from the shoulder. He provided insight on the best way to go about this, based on his own successful clinical experience.

Justin shared the expert report with his own consultants. Together they decided to go ahead with the operation. Eighteen weeks after surgery, he has recovered 90% of his range of motion and is still making daily improvement.

*“I'm absolutely ecstatic. I played golf for the first time in seven years and I played well. My medical team is thrilled with my progress. I've been going to the gym every day and still working on strengthening my arm, but I'm very happy. There's talk of me returning to rugby too.”*

**Local doctors thrilled with progress,  
more sports on the horizon**

**“I'm a financial advisor and I've been singing the praises of Best Doctors to everyone I speak with. What you recommended was exactly what I needed. I feel fantastic and it's because of Best Doctors suggesting the surgery and my doctors going through with it.”**

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