

# MEMBER STORY

by  Best Doctors<sup>®</sup>



**NAME:**  
Emma  
**AGE:**  
38

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## REASON FOR CONSULTING BEST DOCTORS:

To find out how to get rid of her pain, to know the cause of her symptoms and to understand

## BEST DOCTORS EXPERT SPECIALTY:

Orthopaedic surgery and physical medicine

### Feeling confident to pursue new treatment options

A keen handball player, Emma had not previously experienced any shoulder pain whilst playing, however she gradually started to notice pain in her right shoulder whilst undertaking office work back in 2010. She was provided with appropriate devices, such as scroll mouse, to manage the pain but she found these did not help. Emma's GP recommended she saw a physiotherapist to improve movement in her shoulder, but after 6 months of treatment, the pain had worsened and became severe. In 2012, Emma was referred to an orthopaedic surgeon who, after performing an MRI, diagnosed her with a frozen shoulder; a condition that limits the range of motion of the shoulder.

“ I've been treated incredibly professionally, and the Best Doctors team has kept me informed at all times. All promises were kept and expectations were met. ”

Emma decided to undergo surgery and the initial outcomes were positive. However, half a year later, Emma returned to her orthopaedic surgeon because she was experiencing pain again, which now radiated to the right arm and made her unable to rotate her shoulder. The orthopaedic surgeon diagnosed her with Shoulder Bursitis; the inflammation of bursa, which are tiny fluid-filled sacs, around the shoulder joint. Emma was recommended physiotherapy and hot baths. With the recommendations not making any improvement to her condition, Emma was referred to a pain clinic, where they changed her medications and suggested that overuse of the hand was the cause of Emma's symptoms.

Emma felt dispirited by this news and wished to get rid of her pain, which was when she contacted Best Doctors, to which she had access through her insurance policy. The team at Best Doctors collected all of Emma's medical history and decided to send her case to two world-leading specialists in orthopaedic surgery and physical medicine and rehabilitation. Both specialists carefully reviewed Emma's case and prepared a thorough report.

Both experts concluded that Emma's pain likely had to do with the coracoid rather than the bursa (different parts of the shoulder). To treat this, both recommended the continuation of physiotherapy. The physical medicine and rehabilitation expert additionally suggested a pain-relieving injection. If this would not give proper pain relief, then surgery (coracoplasty, removing the part of the coracoid rubbing against the rotator cuff) was recommended.

Emma carefully reviewed the report and was delighted with the extra care Best Doctors provided by letting two specialists review her case. The report clarified her concerns and strengthened her confidence in further treatment options. She scheduled an appointment with her GP to be referred to a specialist and is hopeful that with these recommendations her condition will improve.

“ I would definitely recommend Best Doctors to everyone that wants a second opinion, they offer a fast and efficient service. ”

### Reassurance through the unbiased opinion of a Best Doctors expert

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