

MEMBER STORY

by  Best Doctors®



NAME:
Steven
AGE:
34

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call 1800 830 082 or visit
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REASON FOR CONTACT BEST DOCTORS:

To find an answer to the contradictory advice he was receiving from his treating doctors

BEST DOCTORS EXPERT SPECIALTY:

Urology with a subspecialty in Endourology

Advice of Best Doctors specialist convinces Steven to undergo surgery

Steven has always been in good health, but at twenty-six his medical team discovered an asymptomatic abdominal cyst during a non-related x-ray. The cyst was diagnosed specifically as an urachal cyst, a congenital abnormality developed since birth, where a cyst forms between the umbilicus and the bladder. If an infection occurs, patients will typically experience symptoms including abdominal cramping, pain when urinating or the development of a lump in the abdomen. Steven, however, experienced no symptoms and was naturally extremely surprised when the cyst was discovered.

Due to the high probability that cysts like Steven's could become malignant, he was advised that the best course of action was to remove it. His local medical team explained that thanks to his young age, complications after removal were unlikely.

Feeling shocked by how unforeseen his diagnosis was, Steven thought it would be best to be evaluated by a second local doctor. To his surprise, he was told that no further treatment was necessary and to not remove the cyst. More confused than ever, Steven felt he needed to go one step further to get the right medical support he needed during this difficult time. He contacted the team at Best Doctors, to which he had access through his insurer.

“ I received two contradictory treatment options, which was very confusing for me. My insurer recommended I get in touch with Best Doctors and I immediately knew that this service was what I needed. ”

A registered nurse from Best Doctors offered him the listening ear Steven was looking for. During a comprehensive phone call they were able to discuss his entire medical history and decide what the most pertinent questions he needed answered by the Best Doctors expert. Then the Best Doctors team collected all of Steven's medical information and wrote a detailed clinical summary in preparation for his second medical opinion. An expert in Urology with a subspecialty in Endourology (endoscopic surgery) was specifically selected to review Steven's case. The expert analysed Steven's medical history and answered all of his questions in a thorough report that was then sent to Steven.

The expert confirmed the diagnosis “urachal cyst” and recommended that Steven undergo surgery to have it removed. Although the cyst was indeed benign, Steven now understood the importance of surgery as there was a possibility that it could transform into a malignant cyst in the future. Additionally, the expert indicated that he strongly urged the removal be conducted with a laparoscopic approach (using a robotic platform) which can help to minimize the recovery time post-surgery.

“ Best Doctors has done a lot for me, I'm very pleased with the report the expert provided. Thank you so much for the rapid and efficient coordination of the service! ”

Steven felt he finally had the support and knowledge he needed to proceed with a treatment plan. His detailed second medical opinion report provided clarity and fuelled his confidence to move forward with his medical issue. Steven shared the report with his Urologist in Sydney who found it extremely valuable and collaborative. Steven underwent a successful laparoscopic surgery which was conducted with the aid of a robot.

During recovery he was contacted by his Best Doctors nurse in order to ensure that he was recuperating well and to check if he needed any further assistance. Steven was very pleased to share that he is now doing very well.

He is eternally grateful for the reassurance he received from the Best Doctors team during his second medical opinion process and the clarity that his expert's report provided him regarding the most appropriate treatment plan for his condition.

All of Steven's concerns were address thanks to his Best Doctors expert's report