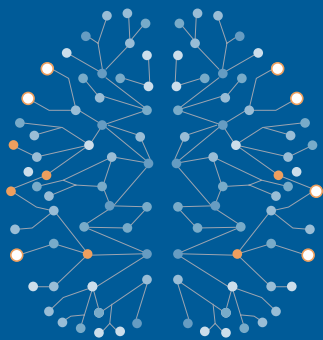


NOT ALL PAIN IS PHYSICAL

INTRODUCING BEST DOCTORS MENTAL HEALTH NAVIGATOR A VIRTUAL PROGRAM PROVIDING GUIDANCE WHEN NEEDED MOST

Mental health navigator offers quick, virtual access to a network of leading Australian clinical psychologists and psychiatrists, along with a dedicated mental health nurse, to support you to get certainty about your diagnosis and treatment plan for a mental health condition.

Having an assessment of your condition from qualified mental health professionals is essential to be sure you have the right diagnosis and get the right clinical pathway – first time.



REASONS TO CONTACT BEST DOCTORS

- You feel you may be suffering anxiety stress, depression or other mental health problems
- You are unsure about the current diagnosis received from your treating doctor
- You have been diagnosed with a mental disorder but are not following any specific treatment
- You haven't seen a mental health specialist
- Need help understanding your mental health condition

MENTAL HEALTH NAVIGATOR - MEMBER TESTIMONIAL

The member is a 20-25 year old female who had been experiencing low moods, lack of energy, poor sleep and was getting little pleasure from anything. She visited her GP who was unable to provide a clear diagnosis and suggested that the symptoms could either be related to chronic fatigue syndrome, anxiety or depression. She underwent tests and treatment for chronic fatigue syndrome but experienced no improvement in symptoms. The patient continued to struggle for over a year, with her condition reducing productivity when at work and causing her to take at least 2 days a month off work.

Initially Best Doctors reviewed her chronic fatigue syndrome diagnosis and we disagreed with those findings and suggested that it was likely due to a combination of depression and anxiety. We then opened up a Mental Health Navigator case and completed a detailed assessment with a clinical psychiatrist and psychologist. Our findings were that she was suffering from Major Depressive Disorder and Anxiety. The treatment recommendation was for 8-10 focused cognitive behavioural therapy sessions and if that did not improve symptoms only then should anti-depressant therapy be introduced. We called the member for the one week follow up, the member said that she is doing really well. She has seen her GP and discussed the report, and has been referred onto a psychologist. The member has said that she is very happy with the service she received from Mental Health Navigator.

- DASS21* at beginning of case: Depression 9, Anxiety 12, Stress 11.
- DASS21* at after report was delivered: Depression 3, Anxiety 7, Stress 12.

*Depression Anxiety Stress Scales - DASS 21. The DASS21 is a clinical assessment that measures the three related states of depression, anxiety and stress.

“ Best Doctors Mental Health Navigator has been efficient, easy to follow and a great program that I am happy to have been a part of.

The program was explained in depth and was simple to follow. Approaching Best Doctors in the first place in regards to my mental health was already a big step to take and I was so happy and at ease with the Best Doctors team and they helped me through every step of the way. The reports are easy to read, and the services available (i.e video conferencing) were easy to use.

The specialists were also fantastic and provided a great level of care. This was truly a great service. I am really lucky to be a part of the Best Doctors Mental Health Navigator plan, and I'd encourage people to use it as it really made the process of finding the next steps to help better my health easier and smoother.

Thanks Best Doctors!

HOW TO ACCESS BEST DOCTORS SERVICES INCLUDING MENTAL HEALTH NAVIGATOR?

Login to members.bestdoctors.com or call Best Doctors on **1800 186 088** between 9am and 5pm (Melbourne/Sydney time), Monday to Friday.

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Best Doctors* isn't insurance (including health insurance) and it doesn't replace your relationship with your current doctor or medical specialist. MLC Limited reserves the right to withdraw the service at any time or to change the terms on which the service is provided to customers. If your insurance is held within the MLC Super Fund, the Trustee also reserves the right to withdraw the service at any time.

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