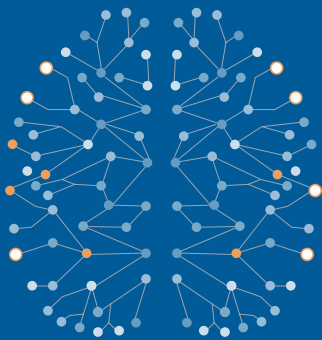


# NOT ALL PAIN IS PHYSICAL

## 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

Member is a 40 to 50 year old female with a long history of depression, anxiety and panic disorder. She has engaged in many different types of treatment interventions in the past, including antidepressant therapy, psychiatrists and psychotherapies, however, she has been treatment resistant to most. Member continues to experience the symptoms.

Member contacted Best Doctors to get a second opinion on her diagnosis and also best treatment options available. She said she just wants to "get well so she can be there for her husband and two young children".

Best Doctors reviewed her case and she underwent assessments via tele-health with a clinical psychologist and a psychiatrist.

**“I really appreciate all the help from Best Doctors. As you know I have been so drained and exhausted with my illness and not getting the right help. Thank god for the service of Best Doctors, thank you so much.”**

**Quote via email from MLC customer**

### Outcome following Best Doctors support:

- Diagnosis confirmed. Treatment plan was modified.
- Treatment recommendations include a change in antidepressant therapy in combination with Cognitive Behavioral Therapy specific to treating anxiety/panic attacks.
- DASS 21\* test done during intake and then again following delivery of report – the second test showed an improvement in both depression and anxiety symptoms.
  - DASS21 at beginning of case: Depression 13, Anxiety 15, Stress 10
  - DASS21 at after report was delivered: Depression 3, Anxiety 7, Stress 12
- Customer has since had one appointment with GP and started new medication. The Mental Health Nurse will follow up and check on progress in a few weeks.

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

### HOW TO ACCESS BEST DOCTORS SERVICES INCLUDING MENTAL HEALTH NAVIGATOR?

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

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