

MEMBER STORY

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NAME: Toby
AGE: 11

REASON FOR CONTACTING BEST DOCTORS:
Unanswered questions about her son's serious diagnosis

BEST DOCTORS EXPERT SPECIALTY:
Pediatric Cardiology

“Best Doctors was an amazing experience. We had a really good outcome because the diagnosis was incorrect, but the process itself brought the most peace of mind.”
- Melissa (Toby's Mum)

Melissa's son Toby was 11 years old when he was diagnosed with pectus excavatum, a physical deformity in which the chest appears sunken.

After seeing a surgeon, Toby was referred to a pediatrician for testing to evaluate his heart function, as pectus excavatum can be a symptom of a genetic condition that has serious heart implications.

The pediatrician diagnosed Toby with sick sinus syndrome, a heart rhythm disorder that can lead to sudden cardiac arrest. He summarized his findings in a letter that Melissa described as “full of technical jargon and a scary diagnosis.”

Melissa requested a call with the pediatrician but was turned down.

Left with unanswered questions and fearful for her son, Melissa learned that she had access to Best Doctors through her employer. She immediately reached out for an expert medical opinion.

“ The Best Doctors contact person in Australia explained the process clearly and with empathy, compassion and kindness,”
Melissa said.

A Best Doctors expert, a pediatric cardiologist at Boston Children's Hospital, reviewed Toby's case and Melissa

received a report that she described as “beautifully written – everything was explained in terminology that I could understand.”

The Best Doctors expert concluded that Toby had been misdiagnosed and did not in fact have sick sinus syndrome.

“ When I got the report I dissolved into tears”,
Melissa said.

The Best Doctors expert recommended reconstructive surgery, which in turn will alleviate the heart issues Toby has been experiencing due to his condition. Toby will undergo surgery in about a year in order to render his chest to a normal adult size.

Melissa noted that Toby's surgeon would not have agreed to operate if Toby had sick sinus syndrome, further attesting to the impact of Best Doctors' corrected diagnosis.

“Best Doctors was an amazing experience,” Melissa said. “We had a really good outcome because the diagnosis was incorrect, but the process itself brought the most peace of mind.”

“ For us, this was really life changing.”
She added.