

# MEMBER STORY

FOR A SECOND MEDICAL OPINION CALL 1800 325 587 OR VISIT [MEMBERS.BESTDOCTORS.COM](https://members.bestdoctors.com)



**NAME:** Tracy  
**AGE:** 44

**REASON FOR CONTACTING  
BEST DOCTORS:**

After receiving a skin cancer diagnosis, she wanted to obtain a expert second opinion on her diagnosis

**BEST DOCTORS EXPERT SPECIALTY:**

Dermatology with a specialization dermatopathology and skin cancer

**“If I hadn’t called Best Doctors I would be spending my entire life thinking I have cancer, it’s a huge mental relief.”**

Tracy became concerned when she noticed a new mole on her back. Her doctor performed a biopsy and one month later Tracy was diagnosed with melanoma. She was referred to a dermatologist who confirmed a diagnosis of Clark level II skin cancer, meaning the cancer had spread into the upper layer of the skin. The dermatologist recommended that Tracy have an additional one-centimetre margin of skin surrounding the biopsy site excised, and a surgery date was booked.

Tracy knew she had access to Best Doctors through her insurance plan, so she reached out for an expert medical opinion. A Best Doctors nurse called her to gather her information and provided Tracy with constant email and phone updates.

**“ I would hear from her every week”**

Best Doctors collected Tracy’s medical records and sent her biopsy slides to one of Best Doctors’ centres of excellence for pathology retesting. She received a call from a Best Doctors physician who explained the retest showed Tracy had an atypical mole, indicating a different diagnosis. Because of the disparity between the original pathologic interpretation and the Best Doctors retest, Tracy’s

biopsy slides were sent to a Best Doctors expert for a third opinion. This expert, a dermatologist specializing in dermatopathology and skin cancer, concluded that the growth on Tracy’s back was benign. The expert advised against further excision.

The day before she was scheduled to undergo surgery, Tracy received a call from the Best Doctors nurse.

**“ She said it’s not melanoma and the doctor did not deem surgery to be necessary,”**

Tremendously relieved, Tracy still decided to proceed with the surgery – she explained the original melanoma diagnosis had terrified her. “I was due for surgery the next morning and I couldn’t stop the train in my mind,” she said.

Tracy said she’s grateful to Best Doctors for determining she had been misdiagnosed.

“If I hadn’t called Best Doctors I would be spending my entire life thinking I have cancer, it could come back, and that my kids are at a significantly increased risk of developing melanoma,” she said. “It’s a huge mental relief.”