





**For more than 25 years**, our mission has and continues to be, to improve healthcare outcomes of people worldwide by connecting our clients to the foremost medical experts at top-ranked U.S. hospitals. We fulfill our mission by using a unique, virtual medical guidance approach, which digitally recreates the experience of a patient walking into the top-ranked academic and research hospitals of The WorldCare Consortium®. We provide the highest-touch coaching, virtual medical second opinions (MSOs) available worldwide.

We are able to deliver our clinically-rich, multi-disciplinary MSO service by leveraging our unique contractual relationship with The WorldCare Consortium® institutions, as well as relationships with other high-quality clinicians and medical institutions globally. We pioneered the multi-disciplinary, multi-institutional MSO process in 1992 and have come a long way over the past twenty-five years, while continuing to be the leader in global healthcare solutions.

*“I cannot express my gratitude enough to WorldCare. The service I received from the moment I started this process has been nothing short of impressive. I was kept extremely well updated; the information received was extremely detailed and helpful. I am extremely grateful for this service and thank all those who were involved.”*

**– Dreea, WorldCare Member**

**With operations in 25 countries and over 4 million members worldwide**, our services are available through employers, health plans and insurers and cover the full continuum of care. Through our unique relationship with the top-ranked hospitals of The WorldCare Consortium®, we are able to provide services ranging from answering basic medical questions, confirming diagnosis, providing treatment plan guidance and much more.

## Services:

- WorldCare Medical Second Opinion (MSO)
- WorldCare *Mental Health* MSO
- WorldCare *Pain Management* MSO
- WorldCare *Specialty<sup>RX</sup>* MSO
- WorldCare Concierge (A personal concierge, available to assist you during your hospital and physician appointments)
- WorldCare Consulting and Advisory (Innovative, stream-lined consulting solutions)

**According to a study** published in BMJ Quality & Safety, nearly 12 million Americans are misdiagnosed each year. This equals one out of 12 adult patients. And the misdiagnosis has the potential to result in severe harm and costs an average of \$386,849 per claim. As the practice of medicine continues to become more and more complex and highly specialized, it is difficult for any one physician to remain aware of all the latest information relating to the diagnosis and treatment of serious and/or complex diseases. As a result, both patients and physicians are turning to MSOs as a resource and for reassurance when confirming, amending or enhancing diagnoses and treatment plans.

The correct diagnosis of a serious illness is a complex process and often requires a multi-disciplinary approach. Treatment plans are constantly being updated based on new medical research and innovative discoveries. The WorldCare Consortium® institutions are world leaders in cutting-edge medicine and their multi-disciplinary teams of specialists and sub-specialists who review our cases may have knowledge that other physicians may not yet have access to, which may result in a modification to an existing treatment plan. Our services encompass the knowledge and expertise of The WorldCare Consortium® and are modeled around their multi-disciplinary approach. This enables us to provide access to the information and resources needed, when and how they are needed, so our members and their treating physicians can be confident they are making the best healthcare decisions possible.

## **Outcomes**

**26% of WorldCare MSOs result in a change in diagnosis**

**75% of WorldCare MSOs result in a change in treatment plan**

*“I turned to WorldCare because of ongoing troubles due to repeated surgeries. This service helped give me back some hopefulness and has helped me personally to know how to advocate for myself. Now that I know what another team of doctors has suggested, there may be new avenues to explore for my pain relief. That in itself is an incredible gift. Thank you WorldCare.”*

**–Tara, WorldCare Member**

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misdiagnoses a year**

**1 out of 12  
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**\$369,849  
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**WorldCare is the only organization** with a strategic, technological and operational relationship with top-ranked teaching and research hospitals in North America, The WorldCare Consortium®. With more than 20,000 specialists and sub-specialists who have access to more than \$4 billion dollars in annual biomedical research funding, it is unique in the depth and breadth of its medical expertise. Each member institution stands behind the MSOs they provide because they are confident in the medical expertise of their specialists.

Our unique ability to provide our clients with access to these teams of specialists at The WorldCare Consortium® facilities is one of the many reasons why we stand apart. It's this cumulative depth of knowledge that the specialist team possesses rather than just one physician that brings their expertise to each case, so our members can be sure every aspect of their case has been considered. This gives them the reassurance needed to make medical decisions with confidence. In addition to The WorldCare Consortium®, we also have a larger network of the very best quality institutions and physicians worldwide.

Couple all of this with technology that enables us to send cases directly past the hospitals firewalls and into their daily workflow, ensuring quick turnaround times. Plus, we have the ability to send complex cases to more than one institution simultaneously for multiple opinions.

Simply put, we have been doing MSOs for longer than anyone else. And we are continually improving our process to provide excellent MSOs, superior customer service and flexibility; clearly setting us apart.

# The WorldCare Consortium®



For more information visit [www.worldcare.com](http://www.worldcare.com).

