



WorldCare Pain Management

Medical second opinion service

The need

Chronic pain is prevalent throughout Western nations and its under-treatment places a substantial financial and emotional burden on patients, employers, insurers, healthcare systems and society in general. It typically takes months for patients to gain access to reputable pain specialists, leaving primary care physicians with the need for diagnostic clarification and help in guiding their patients who suffer from chronic pain along the best treatment pathway, all while these patients await appointments with pain specialists.

- In Canada, 1 in 5 patients are diagnosed with a pain management issue, resulting in \$62 billion dollars in spending per year and an average 18-month wait time to see a specialist¹
- In the United States, chronic pain is the most common cause of long-term disability and costs the US between \$560 and \$635 billion per year²
- In Australia, an estimated 20 percent of adults suffer from chronic pain, costing the economy an estimated \$34.3 billion dollars per year³

The solution

WorldCare Pain Management medical second opinion (MSO) service is available globally and is a unique hybrid MSO that utilizes a multi-disciplinary MSO evaluation of the underlying medical condition by a sub-specialist from a top-ranked U.S. hospital of The WorldCare Consortium®. Then, an additional pain management review is completed by a pain sub-specialist at The WorldCare Consortium® facility.

Unique features

- Multi-layer review of both underlying medical condition and current pain management situation
- Rapid access to leading medical and pain experts at WorldCare Consortium® facilities
- Institution-based, multi-disciplinary MSO
- Multi-institutional review if required
- Rigorous record collection of chronic pain history
- Video-enhanced service if needed
- Physician-to-physician guidance with WorldCare support throughout the process
- Follow-up questions available up to 30 days after initial review

Key features

- Comprehensive engagement with member and their treating physician, ensuring the most important issues are addressed
- Crucial top-level guidance for treating physicians in deciding the best pathway for patients
- Leveraged knowledge and long-standing virtual pain management experience of The WorldCare Consortium® facilities and their experts

For more information, please call WorldCare at 866.399.9262 or visit www.worldcare.com.





How it works

- Step 1** The eligible member calls or completes an online form to request service.
- Step 2** WorldCare works with the member and their designated physician(s) to gather medical records and sends them to the medical institution best suited to review their case.
- Step 3** The medical specialists, along with the pain specialists, reviews the member's records and diagnostic material and provides the MSO to the member and their treating physician.

Our mission is to improve healthcare outcomes of people worldwide by connecting our clients to the foremost medical experts at top-ranked U.S. hospitals. And, with over 25 years of experience, our MSO service is the gold-standard. Our unique partnership with the top-ranked hospitals in the U.S., The WorldCare Consortium®, along with teams of specialists within these hospitals, enables us to provide MSOs of an unmatched clinical rigor and depth. We help thousands of members worldwide and their treating physicians have the confidence that their diagnosis is correct and that they are on the optimal treatment plan while reducing overall healthcare costs.

Benefits

- Improved member care and well being
- Alternative choices in both pharmacological-therapeutic and non-drug modalities with an understanding of the member's local medical capabilities
- Potential to reduce absenteeism, with members returning to work
- Positive impact on member functionality
- Cost reduction for members, employers and insurers

Covered conditions

Conditions eligible for the WorldCare Pain Management MSO service are determined on a client-by-client basis and typically include a documented period of pain lasting longer than three or six months and may also include treatment refractory conditions and cases that need diagnostic clarification.

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