

Patient: 48-year-old male

- **Diagnosis:** Esthesioneuroblastoma
- **Procedure:** Intracranial endoscopic surgery
- **Length of Stay:**
1st admission: 3 days;
2nd admission: 11 days
- **Cost to Global Excel:** Over \$220,000

This patient had been seen by doctors in Canada and diagnosed with an esthesioneuroblastoma, a rare type of malignant tumour, following a biopsy of a nasal polyp. He underwent an endoscopic sinus procedure in Canada a few weeks after the biopsy, but he required further specialized surgery not currently available in Canada.

A leading specialist in the field who could perform the required intracranial endoscopic surgery was located in Pittsburgh, Pennsylvania. Global Excel approved the procedure to be done there and arranged the consultation, surgery dates, as well as direct billing with the medical facility.

After a brief hospitalization, the patient was unfortunate enough to develop post-operative complications requiring an additional 11 day hospital stay. During both of his admissions, Global Excel's case management staff was actively involved and obtained regular updates from the hospital regarding his treatment and progress. The patient had around the clock access to the case manager assigned to his case, who communicated regularly with the patient.

As part of the patient's coverage, Global Excel arranged for his and his spouse's transportation to and from Pittsburgh, allowing them to concentrate fully on his health and recovery. Our financial team made sure that direct billing arrangements were in place with the hospital and treating physicians so the patient did not have to worry.

The patient required follow-up visits with the surgeon in Pittsburgh in February, April, August and December of the following year, and we arranged transportation for all these visits.

Patient: 53-year-old female

- **Diagnosis:** Early breast cancer
- **Procedure:** MRI
- **Services:** Second opinion

This patient contacted us after receiving a diagnosis of early breast cancer. Her doctors in Ontario had recommended a lumpectomy, which the patient had already scheduled, but they also advised her to have an MRI to determine if the cancer had spread to the point where a mastectomy would be required.

An MRI was quickly arranged to take place in New York State, as the patient did not have time to wait for an appointment in Ontario before her scheduled surgery. The cost of the MRI was covered under Viator Priority Care™.

While the patient had been given options by her own physicians, she wanted a second opinion review of her diagnosis and treatment plan, a service offered under Viator Priority Care™. Global Excel arranged for independent specialists to review the patient's file and offer an opinion on the diagnosis and the treatment plan.

The case manager following the patient's file provided the second opinion information to her so she could make an informed decision, and advised that further consultation with the specialists could easily be arranged if she had any further questions.

The case manager followed up with the patient following her surgery in Ontario, which had gone well. The patient was very grateful for the support she had received during the process and noted in particular that she was very appreciative of the second opinion regarding her diagnosis and treatment that her Viator Priority Care™ insurance had enabled her to obtain.