



Your guide in a complex medical world



Medical Employee Benefits Program

www.royaldoctors.com



Dear Employee,

Good health for you and your loved ones is the most valuable asset there is.

But what if you unexpectedly need specialized medical assistance?

Think of an orthopedist, cardiologist, or psychologist. It can happen to anyone!

Fortunately, your own general practitioner remains your trusted first point of contact when dealing with physical or mental health issues.

However, it's a fact that healthcare often faces long waiting times. At times, it may feel like you're being passed from pillar to post.

It's not surprising that you might feel lost in this maze of healthcare options, unsure of what steps to take next.

With the Medical Employee Benefits program, you can take control of your health or regain it.

Our program is designed to ease your burden and guide you through your healthcare journey.

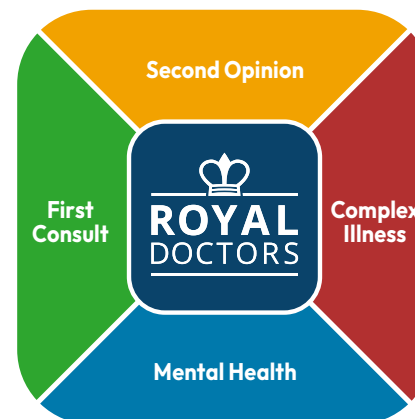
Your employer has made an excellent decision by granting all employees access to the Royal Doctors Medical Employee Benefits program.

In this brochure, you will discover how our services work and what they can mean for you.

Should you have any questions after reviewing this brochure, our staff is always ready to assist you.

Kind regards,

Joris Vanvinckenroye
Founder of Royal Doctors



Royal Doctors is an independent organization that supports you with four unique services:

First Consult Navigator

A consultation with the right medical specialist within 10 working days.

'Your guide in a complex medical world.'

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Second Opinion Service

Extra certainty about your diagnosis and treatment plan.

'Dare to doubt.'

p. 6-7

Complex Illness Solutions

Additional treatment options when you really need them.

'What if your treatment didn't work?'

p. 8-9

Mental Health Assistance

Direct access to certified psychologists and coaches.

'An online psychologist within reach. Anytime, anywhere.'

p. 10-11

Our services are available to all employees and never disadvantage those who do not have access to them.

First Consult Navigator

‘Your guide in a complex medical world.’

When can you use this service?

- Do you have a new medical issue and don't know where to start?
- Has your general practitioner referred you to a specialist, such as a cardiologist, orthopedist, gastroenterologist, ophthalmologist, or ENT specialist?
- You don't want to wait three months for a first consultation with a specialist.

Then you've come to the right place! We ensure that you receive the right care quickly and effortlessly.

How does it work?

1. Ask your general practitioner or company doctor for a referral letter.
2. Provide us with the referral letter, and we'll take care of the rest!

What we guarantee:

- A consultation with the right specialist within **10 working days**.
First Time Right-principle.
- Any additional tests will be scheduled on the same day at the initiative of the specialist. *Integrated Care & Coordinated Consult.*
- Our approach saves time and ensures you quickly understand what's going on.

For which conditions can you come to us?

- **Orthopedics:** hand, wrist, elbow, shoulder, hip, knee, ankle and foot.
- **Neurosurgery:** back and neck.
- **Cardiology:** heart and vascular diseases.
- **Gastroenterology:** various conditions.
- **ENT (Ear, Nose and Throat):** various complaints.
- **Ophthalmology:** various conditions.
- **Dermatology:** first consultation always online.

Important to know:

- If your general practitioner does not wish to provide a referral letter, we will respect that.
- Are you already on a waiting list? Then unfortunately you cannot use our service.
- If you have already seen another specialist for this issue, it is no longer a first consultation, and you cannot use this service either.

Frequently Asked Questions (FAQ):

• **Will the first consultation be covered by my health insurer?**

Yes! The care we provide is regular care in your own country. Since we work with a referral from your general practitioner, the costs will be reimbursed by your health insurer.

• **Will my general practitioner be informed?**

Of course! The medical specialist will always send a report to your general practitioner.

• **How can my general practitioner refer me to Royal Doctors?**

Your general practitioner can do this by:

1. Giving you a referral letter.
2. Using our website under the section "Information for the general practitioner".

Employee speaks



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Thanks to Royal Doctors, I didn't have to wait 3 months for my first consultation with the shoulder specialist. What a relief!

Second Opinion Service

‘Dare to doubt.’

When can you use this service?

You’ve just received a serious diagnosis and are facing a major treatment.
You want to be absolutely sure that you’re making the right choices, but deep down, you still have doubts.
That’s completely normal.

But what can you do now? How can you find the extra reassurance and peace of mind you so desperately need? A Second Opinion could be the answer!

When is a Second Opinion right for you?

- **Confirmation of the diagnosis:** you want to be 100% sure that the diagnosis is correct.
- **Other treatment options:** is the proposed treatment really the best choice? Or are there alternatives that might suit you better? These questions are not only logical, they are also crucial!
- **Peace of mind:** knowing that the diagnosis and treatment are correct gives you the calm and confidence to move forward.

Research shows that a second opinion is not a luxury, but a necessity:

- In **25% of cases**, an incorrect diagnosis is made, a diagnosis is missed or there is ‘overdiagnosis’.
- In **33% of cases**, the treatment plan is either inappropriate or even incorrect, with the risk of either too much or too little care as a result.
- In **42% of cases**, the treatment plan is confirmed, allowing you to start the treatment with full confidence.

Employee speaks

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Thanks to the Second Opinion, a risky heart surgery was avoided.



Our unique approach in 3 steps:

STEP 1



Collect all information:

- ✓ You fill out our secure online questionnaire. This helps us gain more insight into your personal situation, questions, and concerns.
- ✓ With your consent, Royal Doctors discreetly requests your complete medical file.

STEP 2



Selection of the right doctor:

- ✓ From our network, we select a medical expert who is most suitable to assess your situation.
- ✓ The medical expert thoroughly analyzes your medical file, answers all your questions, and prepares a clear Second Opinion report.

STEP 3



Within 10 days, you will receive the Second Opinion report:

- ✓ You will receive the Second Opinion report via registered mail at your home and/or through secure email.
- ✓ We strongly advise discussing this report with your own doctor.

Dare to doubt, request a Second Opinion, and make decisions with confidence!

Frequently Asked Questions (FAQ):

- **Is a referral letter required for the Second Opinion service?**
No, you do not need a referral letter to use this service.
- **For which conditions/diseases can I request a Second Opinion?**
Our Second Opinion service is available for all conditions/diseases.
- **How many days will it take to receive my Second Opinion report?**
You can expect the report within a maximum of 10 working days after we receive your medical file.

Complex Illness Solutions

‘What if your treatment didn’t work?’

When can you use this service?

- You have already undergone countless treatments, but nothing has helped.
- You are increasingly getting the impression that you’ve been medically dismissed.
- You are feeling desperate and discouraged.
- Is there really no solution left for you?

What do we do?

Our doctors take a fresh look at your medical situation and the treatments you have already followed.

After thorough examination of the file, the expert prepares a report in which the possible treatment options are clearly explained.

How does it work?

1. **Fill out the questionnaire:** share your story with us through a detailed questionnaire. This gives us a complete overview of your medical situation.
2. **Collect medical records:** with your consent, we gather all relevant information from your medical files at hospitals and doctors.
3. **Specialist assessment:** a team of experienced medical specialists reviews your file and explores all possible options.
4. **Advice report:** within 10 days of sharing your medical file with the experts, you will receive the Second Opinion report via registered mail and/or secure email.
5. **Discuss this report with your general practitioner and/or medical specialist and decide together the next steps.**

What are the chances that Royal Doctors can help me?

- In **33%** of cases, we find a solution that leads to full recovery.
- In **46%**, we cannot guarantee a full recovery, but we can achieve a clear improvement.
- In **21%** of cases, unfortunately, no further improvement is possible.

Frequently Asked Questions (FAQ):

- **My medical issue isn’t being resolved, can I contact Royal Doctors?**
Of course! Contact us, and together we will explore if and what medical solutions are available.
- **Which conditions/diseases are eligible for this service?**
All conditions/diseases. Very complex cases are often a combination of different medical conditions. We will thoroughly investigate them for you and are happy to assist you further.
- **Can I use the Complex Illness Solution Service if I am still working?**
Of course! Many employees go to work every day with medical issues that just won’t get resolved. You don’t have to wait until you are unable to work. In fact, the sooner you seek our help, the greater the chance of recovery.
- **How long does it take to analyze a medical file and provide advice?**
Once we have received your complete medical file, it will take only 10 working days before you receive our advice.
- **Should I discuss the advice with my own doctor?**
Absolutely! We highly recommend it.
Engage in a dialogue with your GP and/or medical specialist to discuss possible new treatment options.

Employee speaks



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Through careful research and a thorough analysis, Royal Doctors finally identified the cause of my back problem. This led to a targeted solution, saving us a lot of time and uncertainty.

Mental Health Assistance

‘Anonline psychologist within reach. Anytime, anywhere.’

When can you use this service?

When can you use this service? You can consult a psychologist if you find yourself stuck in your emotions, behavior, or thoughts, and it's difficult to get through it on your own.

Here are some situations where professional help can be useful:

1. **Chronic stress or sadness:** when feelings of stress, anxiety or sadness persist for weeks without clear improvement.
2. **Relationship issues:** difficulties in communication or relationships, such as with your partner, family, or friends.
3. **Unresolved events:** trauma, loss, or significant experiences that continue to haunt you.
4. **Lack of energy or motivation:** when you feel exhausted and/or no longer enjoy activities that you usually find pleasurable.
5. **Difficulty with work or studies:** issues with concentration, work pressure or signs of burnout.
6. **Thoughts you can't stop:** excessive worrying or negative beliefs about yourself.
7. **Addictions or unhealthy habits:** when behaviors, such as alcohol use, gaming, etc., affect your daily life.
8. **Physical symptoms without a medical cause:** headaches, sleep problems or other complaints linked to psychological stress.

If you have any doubts, an initial conversation with a psychologist can be enlightening. They can assess whether further support is needed. Seeking help is not a sign of weakness, but a step towards improvement and self-care.

Employee speaks



Mental Health Assistance was a lifesaver for me. I was able to receive high-quality therapy from the comfort of my home. My mental health improved significantly after just a few sessions.



How does it work?

Step 1: We begin with a 30-minute introductory session.

During this session, we will map out your needs and concerns together.

At the end of the session, we will decide together whether you would benefit most from a psychologist or a coach.

Step 2: You will be assigned a psychologist or a coach within 2 working days.

Frequently Asked Questions (FAQ):

• What is the difference between a psychologist and a coach?

A psychologist treats mental health issues such as depression, anxiety or trauma and has an academic background in psychology.

A coach focuses on personal development, such as career goals or stress management, and uses a practical, future-oriented approach.

• An online psychologist or coach? Does it really work?

1. **Accessibility:** you can receive therapy or coaching from the comfort of your own home.
2. **Flexibility:** online appointments are often easier to schedule, even outside regular working hours.
3. **Comfort:** talking in a familiar environment can help you feel more at ease.
4. **Time-saving:** no travel time to the practice; you save time and energy.

• How quickly can I schedule an introductory session?

Royal Doctors will contact you by the next working day.

The introductory session can take place within 2 working days.

• Will my employer be informed if I register?

No, your registration will be handled completely confidentially. Your employer will not be informed.

Frequently Asked Questions

• What is Royal Doctors?

Royal Doctors is a healthcare service that helps patients with complex medical situations by offering personalized guidance and solutions.

The organization specializes in 4 main areas:

- 1. First Consultation:** helping patients quickly find the right specialist and bypass longwaiting times.
- 2. Second Opinion:** providing an independent assessment of diagnoses or treatment plans to ensure accuracy and explore alternative options.
- 3. Complex Care Solutions:** addressing unresolved or challenging medical cases through thorough analysis and exploring new treatment pathways.
- 4. Online Mental Health Assistance:** when you're stuck in your emotions, behavior or thoughts.

Royal Doctors was founded in 1999 by Joris Vanvinckenroye, inspired by a personal experience with a life-changing Second Opinion.

Today, the company helps patients make informed decisions about their healthcare and collaborates with employers and (health) insurers to offer services as a valuable employee benefit.

• What guarantees does Royal Doctors offer:

1. Independent organization.
2. Access to an international network of specialized doctors.
3. Second Opinion report within 10 days.
4. Personalized approach to your medical situation.
5. Clear answers to your questions.
6. Time-saving.
7. Cost-saving.
8. Financial transparency/no hidden costs.
9. Over 25 years of experience.
10. Peace of mind.

• How quickly does Royal Doctors respond to emails?

Very quickly!

Emails are answered by the next working day.

• Which doctors does Royal Doctors work with and what quality guarantees does Royal Doctors offer?

Royal Doctors has an accreditation program where we not only assess the qualifications of the doctor but also conduct a thorough review.

The audit covers areas such as medical and sub-specializations, communication skills, independence, continuing education, reputation, studies, data, and patient satisfaction.

Royal Doctors holds an annual meeting with its doctors to discuss mutual feedback. This ensures that you can trust 100% that our advice is objective and fully independent.

• If I use Royal Doctors through my employer or insurer, what information is shared with my insurer/employer?

Royal Doctors does not share any medical information with the employer or (health) insurer in any way.

• How does Royal Doctors handle the privacy of my (medical) data?

Royal Doctors collects your (medical) data to provide you with appropriate medical advice. We only process the information you provide and/or the records requested from your treating doctor with your consent.

We retain your medical data for no longer than necessary, up to a maximum of 3 calendar years, and we ensure the secure destruction of your data afterward.

If you have any questions about our privacy policy, you can contact your case managers for more information.



Did you know...?

- ...Royal Doctors was founded in 1999.
- ...more than 8 million people in Europe have free access to Royal Doctors through their health insurance or employer.
- ...Royal Doctors can organize more than 750 first consultations per day within its existing European network of doctors.
- ...a Second Opinion has long been a taboo in the medical world.
- ...there are more than 200 international studies on the impact of a Second Opinion.
- ...a Second Opinion through Royal Doctors usually takes 150 days less than when you try to organize one on your own.


- ...our unique method of organizing Second Opinions is a huge relief for the regular healthcare system.
- ...many people have accepted their medical problem, while in 33% of cases, a solution does exist to resolve their issue.
- ...the founder of Royal Doctors is able to lead a normal life today, thanks to a Second Opinion at a very young age.
- ...you can always let us know how we can improve our services.
- ...we have a very user-friendly website where you can find even more information about Royal Doctors.
- ...we would really appreciate it if you leave an honest review on Google after using our service.



ROYAL DOCTORS

Connecting people to the best care!


"Thanks to Royal Doctors, I was able to quickly see the right doctor."



ROYAL DOCTORS

Connecting people to the best care!


A Second Opinion can give you the peace of mind you need!



ROYAL DOCTORS

Connecting people to the best care!

For your most critical questions!



ROYAL DOCTORS

Connecting people to the best care!

Do you still believe in healing?

Benefits for the employee:

- ✓ Your guide in a complex medical world.
- ✓ Quick access to the right care.
- ✓ Peace of mind and extra reassurance.
- ✓ Eliminating doubt.

Benefits for the employer:

- ✓ Valuable employee benefit.
- ✓ Increased employee engagement.
- ✓ Demonstrates care and involvement towards employees.
- ✓ Easy access to medical advice.
- ✓ Prevents absenteeism and discomfort.

Why Royal Doctors?

- ✓ Proven results since 1999.
- ✓ Independent network.
- ✓ Unique approach with respect for the treating physician.
- ✓ Accessible and available to all employees.
- ✓ From simple complaints to complex medical issues.



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