

Personal Case Management

Case Stories



Case Story 1

Case Description

A 70-year-old female was recently diagnosed with **bronchiectasis and atrial fibrillation**. She was given symptomatic treatment, however **many questions were left unanswered**. Her daughter wanted to clarify on what is the next best step for her mum and wanted advice on what additional testing was required.

Experts Consulted

Dr. W. I, MD

Associate Professor of Medicine
Division of Pulmonary and Critical Care
Director, Medical Intensive Care Units
USA

Dr. M B, MD

Head of Department
Arrhythmologic Center
Department of Cardiology
Italy

Experts' Recommendation

The respiratory specialist suggested **lung cultures** for bacteria, TB, and aspergillosis, **followed by treatment** to clear this infection.

The cardiology specialist suggested **holding off anticoagulation** until the bronchiectasis issue is settled. She should consider cardioversion in the future.

User Impact

Her daughter **felt relieved** after getting the answers from the experts. We also **provided 2 options for treating doctors** from the panel listing, and supported her mum in making referral and appointment. She was very satisfied with our medical concierge service.

Case Story 2

Case Description

This case concerns a 34-year-old lady who was recently diagnosed with a **benign left thyroid nodule**. Her doctors recommended **thyroidectomy** based on the size and retrosternal nature of the enlarged thyroid gland. She was seeking an expert opinion regarding treatment options.

Experts Consulted

Dr. A H, MD

Chairman, Department of Medicine
Physician-in-Chief
New York, NY, USA

Dr. P M, MD

Assistant Professor of Surgery
Boston, MA, USA

Experts' Recommendation

Both experts opined that **surgery is not necessary** at this point as the biopsy and ultrasound showed a benign lesion.

Experts' advice for **further evaluation of the nodule with imaging** (CT scan/Ultrasound) and **regular follow-up** to monitor the growth of the nodule.

User Impact

She was appreciative of the experts' guidance as the advice was evidence-based and as per experience. She was **pleased that she did not require immediate surgery** and will follow up with her treating surgeon. She is now more confident as she approaches her medical condition.

Case Story 3

Case Description

A 41-year-old woman presented with excessive tearing of her right eye and a lump over the medial cantus of the same eye. She had a nasolacrimal stent done and a biopsy which showed a **lacrimal sac lymphoma**. She was seen by an otolaryngologist and a radiation oncologist, who suggested radiotherapy on the lacrimal sac. Unsure about the impact of radiotherapy on her stent, she sought expert opinion and recommendations regarding her treatment plan and prognosis.

Experts Consulted

Dr. E J, MD

Assistant Professor of
Medicine
Clinical Director, Adult
Lymphoma Program
Boston, MA, USA

Dr. T M, MD, PhD

Associate Professor,
Radiation Medicine
Hillsboro, OR, USA

Dr. R A, MD PhD

Prof of Ophthalmology
Department of Head and
Neck Surgery
Houston, TX, USA

Experts' Recommendation

Experts **agreed with the treating physician's plan of low-dose radiotherapy**. Advice was given on the treatment plan and management.

Experts confirmed a highly favorable prognosis (>90% complete local eradication) and advised **regular surveillance** for any recurrence or systemic involvement of lymphoma.

Experts **recommended further investigations and imaging**.

User Impact

She was **grateful for the expert guidance and the clarity that they brought to her decision**. She now feels confident to proceed with the proposed treatment.

Case Story 4

Case Description

This case concerns a 41-year-old gentleman with sudden lower back pain after lifting his foot up while putting on his socks. He was diagnosed with **prolapsed intervertebral disc of L4-5**. He was seeking expert opinion on the best treatment option and physiotherapy recommendations.

Experts Consulted

Dr. D L, MD

Orthopedic Spine Surgeon

Partner

Rockville, MD

USA

Experts' Recommendation

L4-5 disc protrusion should be treated with a **non-surgical approach**, particularly in the absence of neurologic symptoms. In rare instances, microdiscectomy may become necessary (if pain persists beyond 8-12 weeks). **Physiotherapy** with back strengthening exercises should start 6-week post trauma.

User Impact

The service left him deeply impressed, not only assuring him of his well-being but also providing valuable **recommendations on how to care for his back and prevent the condition from worsening**. He extended his heartfelt appreciation for the **outstanding support during this challenging time**.



**Better health
made possible**

