



Dr. Heather Towery
Medical Director,
Advance Medical

The Doctor Is In

Dr. Heather Towery is a Medical Director at Advance Medical who works closely with the Physician Case Managers who support this free Expert Medical Opinion Program. We recently sat down with Dr. Towery to learn more about how Advance Medical can help you and your family with any medical condition or health concern.

Advance Medical provides an expert medical opinion program that gives you access to world renowned doctors who are chosen specifically for you, for your specific situation. These experts provide a review and recommendations about your diagnosis and treatment plan, or simply answer your questions. This is all done quickly and without the need to travel to another state for answers.

Why should I contact Expert Medical Opinion about my condition instead of talking to my doctor?

Expert Medical Opinion supplements your relationship with your doctor, it does not replace it. Our research shows that during an office visit, a patient hears less than half of what's said, which means patients often leave appointments with un-asked or un-answered questions. We help fill that gap. When you work with our team, you have unlimited opportunity to get your questions asked and answered. No more waiting for a follow-up appointment, and no additional copayment.

Isn't it easier to "fill the gap" on my own by going online and researching it myself?

Although there are lots of websites to get health information online, the information tends to be generalized. When you call us, you connect directly with a Physician Case Manager who provides tailored and specific information for you, your specific diagnosis or health concern.

For example, one of our Physician Case Managers recently worked with a very stressed-out single mom, who kept getting calls from the school nurse asking her to pick up her son due to a chronic condition. We helped the mom identify alternate providers and treatment options to manage the child's condition more effectively and reduce the number of doctor's visits, sick days, and emergency dismissals. Mom reports that she has much more peace of mind knowing that her son is having a healthy, productive and fun day at school. I'm not sure she would have received that kind of support or information online.

So is the program just for second opinions?

Our services extend beyond second opinions. For example, if a patient isn't getting the support he or she needs from the current doctor, we can help identify new providers within your PPO network and get an appointment. We also help patients understand the treatment options that are presented to them or suggest alternative options to consider. And, with a patient's consent, we serve as an advocate through doctor-to-doctor conversations. Our goal is to make sure our patients have the information they need to make the best decisions for their circumstances.

[Learn more](#) about how Expert Medical Opinion, provided through Advance Medical, can help you or your family get the information and care you need for **any medical condition** – from the simple to the complex.

The Expert Medical Opinion program is provided through Advance Medical, which is an independent third party and not affiliated with any insurance company. Participants of the LVMPD Employee Health & Welfare Trust have access to the Expert Medical Opinion program at no cost.

Ask Us Anything. Phone: 855-201-9884 Email: lvmpd@advance-medical.net Visit: advance-medical.net/lvmpd