



Medical Second Opinion Program

How it works



1 Opening your file

Contact a Health Information Specialist from Novus Health at 1-855-908-1275: they will ask you for some personal and medical information.

Within 24 hours, you'll be set up with a telephone appointment with a Nurse Case Manager for your clinical evaluation.

2 Evaluate your eligibility

Within one business day, our Medical Team assesses the eligibility of your medical condition.

Your Nurse Case Manager will contact you to inform you of the decision. If your condition is eligible for the program, we'll send you consent and program entry forms that you'll need to complete. If your condition is not eligible, we will assist you by providing navigational support and resources from within the Canadian Health Care System and relevant local resources.

3 Collecting your information

Once we receive your consent and Medical Second Opinion program forms, we will start collecting all relevant medical information.

While we collect the required medical records, we find a medical specialist for your case who is affiliated with a Canadian academic medical centre.

4 Receiving your report

Once we have gathered all the pertinent medical information, the specialist will review your file.

The Medical Second Opinion report is produced by the medical specialist in a maximum of seven business days.