



# 5 key perks to giving employees a virtual second opinion benefit

Research shows that about 12 million U.S. adults face diagnostic errors yearly.<sup>1</sup> Other studies report that misdiagnoses of dangerous diseases lead to the permanent disablement or death of 795,000 Americans.<sup>2</sup> This highlights the prevalence and serious consequences of errors, as well as the need for a solution.

Second opinions are essential for employee health and well-being. Consulting an expert can ensure an accurate diagnosis and the right treatment plan. It can also clarify treatment options, reduce risks, and give employees peace of mind. Outcomes that are valuable to employees and employers.

## 12 million

adults affected by diagnostic errors <sup>1</sup>

## 795k

deaths or permanent disablements due to misdiagnoses of dangerous diseases <sup>2</sup>

## \$100 billion

potential annual cost to the U.S. healthcare system of misdiagnosis-related harms <sup>3</sup>



## Benefits of virtual second opinion consultations with Accolade<sup>6</sup>

**28%**

lead to an alternate diagnosis

**81%**

result in alternate treatment plans

**26%**

of surgery consultations result in the member canceling surgery

**\$5.7k+**

average consultation savings

### Here are 5 powerful reasons your organization should consider providing a virtual second opinion benefit.

#### 1. Improve access to medical expertise

Timely expert opinions and treatment plans are vital after a serious diagnosis. However, it can take 26 days or more to get an appointment with a specialist.<sup>4</sup> This lengthy delay may worsen conditions and cause frustrations, which may affect health and productivity. A virtual expert opinion benefit lets employees quickly get a second opinion from an elite tier of specialists, at home, and at their convenience.

#### 2. Enhance medical certainty

By consulting with a specialist, your employees can confirm their diagnosis, gain a deep understanding of treatment options, and access new advancements in care. This can decrease their anxiety and increase the confidence they have in their treatment. As a result, adherence to treatment and overall health outcomes may improve.

#### 3. Improve health outcomes

A second opinion option gives employees access to medical experts across various specialties. This educates them on their condition and empowers them to make informed health decisions. It also helps eliminate misdiagnoses, mitigate risks, and ensure that the prescribed treatment plan is the best course of action for their well-being.

#### 4. Lower healthcare costs

Misdiagnosis-related harms may cost the U.S. healthcare system more than \$100 billion per year.<sup>3</sup> A virtual second opinion benefit can help your employees avoid unnecessary surgeries, appointments, treatments, or misdiagnoses — and the expense that comes with them. This can lead to lower costs for your company and employees.

#### 5. Boost employee satisfaction and retention

Offering a second opinion benefit demonstrates that an employer cares about the well-being of their employees. It can help improve morale, job satisfaction, and loyalty, leading to higher retention rates. Employees who feel valued and supported are more likely to stay with the company, which reduces turnover costs and the loss of skilled talent.

### Provide advice and confidence when people need it most

2nd.MD by Accolade connects employees and their family members to timely, live video appointments with top experts. Our world-renowned panel of more than 700 specialists ensures the right diagnosis and provides education and evidence-based treatment options. Our compassionate Care Team also offers personalized support that aligns treatment decisions with the individual member's health goals, values, and preferences.

[1] <https://www.ncbi.nlm.nih.gov/books/NBK338594/>

[2] <https://pubmed.ncbi.nlm.nih.gov/37460118/>

[3] <https://www.ncbi.nlm.nih.gov/books/NBK588113/>

[4] <https://www.washingtonpost.com/wellness/2023/10/30/medical-appointments-avoiding-long-waits/>

[5] <https://www.aha.org/aharet-guides/2017-11-15-social-determinants-health-series-transportation-and-role-hospitals>

[6] Results from 2nd.MD Book of Business



#### Connect with Accolade

to give your employees access to 2nd.MD specialists and comprehensive support that removes barriers, reduces costs, and significantly improves health outcomes.

