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LEAVE NO STONE UNTURNED



In my role as President of **Best Doctors Canada Inc.**, major medical events are a daily occurrence. Thousands of cases over the years have taught me valuable life lessons. Here's one case I'd like to share. It taught me the importance of never giving up. And more importantly, it taught me that when it comes to my family's health, one of the best things I can do is my homework. Knowing where to turn if we need it can make the vital difference to outcomes.

Three years ago, *Dan and *Ruth were filled with the euphoric high of being first-time, expectant parents. Then baby *Alexis was born. Blissful euphoria turned to terror. Alexis was born with a rare heart defect. Though surrounded by caring, highly qualified specialists, Dan and Ruth were told nothing further could be done for their son. Rather than preparing for a homecoming, the new parents had to prepare for his imminent death. Parenting was compressed from nursery to palliative care in the space of a few days.

With nowhere else to turn, and no real hope in sight, they turned to a new employee benefit Dan's company had recently put in place. While they knew no medical miracle existed for Alexis, they were desperately in need of support.

But sometimes miracles do happen.

By accessing their employee benefit, Alexis, his parents, and their treating team were connected with one of the planet's most renowned experts in Alexis' particular condition. What's more, this expert had recently developed a pioneering new surgery which would save his life. Not only was he willing to perform it on Alexis, but he was able to assure them that their son would have a full life expectancy as a result. Today Alexis is a rambunctious, precocious 3-year-old with his whole life in front of him. Alexis' treating team now has a new protocol in place the next time a baby is born with the same condition.

And I learned another lesson.

While I'd like to believe in miracles, what I really believe in is knowledge. No single person – or physician – has all the answers. Know where to turn to find them.

** names changed for privacy*