

Behavioral Health Navigator member story:

Shane



Shane had suffered from bouts of depression for seven years, but in early 2018 his condition became so severe that he was unable to work, refused to leave the house, and stopped socializing with friends.

While he used to prioritize exercise and a healthy diet, he stopped working out, indulged in junk food, and only wanted to stay home and play video games.

Shane was reluctant to seek help, and after experiencing unwanted side effects, stopped taking antidepressants. While in the past he'd been able to "snap out of it," this time he couldn't pull himself out of this slump. When the severity of his condition culminated in Shane being off work for six weeks, his partner encouraged him to reach out to Best Doctors Behavioral Health Navigator (BHN) for a confirmation of his diagnosis and help with treatment recommendations. Behavioral Health Navigator is a program that offers access to a network of leading clinical psychologists and psychiatrists. Shane had access to BHN through his partner's employer.

Shane connected with Best Doctors by phone and video, and his assigned psychologist and psychiatrist diagnosed him with major depressive disorder and generalised anxiety disorder.

The treatment recommendations included a new antidepressant medication that Shane hadn't previously tried and a referral to a psychologist who specializes in acceptance and commitment therapy (ACT) and

mindfulness/relaxation therapy. The Best Doctors experts also recommended pathology tests, including bloodwork and an MRI of the brain, to determine whether there might be a physiological reason for Shane's symptoms.

Shane shared the Best Doctors report with his doctor and started on the recommended antidepressant medication. One month later, Shane said his anxiety had almost fully subsided—he was able to leave his house and go back to working full time.

"I am not in that black place anymore," Shane said.

Three months after first contacting Best Doctors, Shane reported he was "feeling amazing" and his mood was bright. Not only was he working full time, he had started his own roofing business, which was already proving to be successful.

He said he felt "motivated." Shane was also back to exercising regularly and resumed his healthy diet. All aspects of his life had improved, so he felt he didn't need to pursue the CBT and ACT therapy recommended by Best Doctors. He remained open to it, however, if needed in the future.

"I am back to my happy-go-lucky self," Shane said. "I want everyone who is having problems to know

about the Behavioral Health Navigator service—this has been life-changing for me."

"I'm now on the right medication and thriving," said Shane. "We all go through highs and lows and now I'm in control. I thank my partner for pushing me and getting me on to Best Doctors."

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About Behavioral Health Navigator

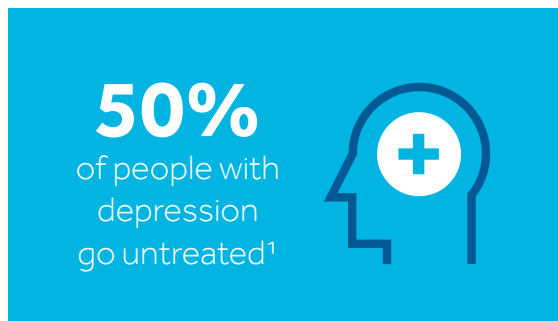
Best Doctors provides members and their loved ones with access to a team of leading psychologists and psychiatrists to bring peace of mind to those who feel like their condition isn't improving or treatment isn't working. These professionals focus on finding the right diagnosis and treatment plan for the member.

Behavioral Health Navigator helps people who:

- Struggle with stress, anxiety, or depression
- Are unsure about a diagnosis for a mental health condition
- Do not follow any treatment protocol despite having been diagnosed with a mental health condition
- Have a mental health issue but do not see a mental health professional
- Need help understanding their mental health condition

The Behavioral Health Navigator program achieves improved outcomes by:

- Having mental healthcare experts review and, when needed, modify diagnoses and treatment plans made by primary care providers
- Providing members with a customized action plan that includes linking them with their best resources for their care
- Coordinating with general practitioners, ensuring consistency of care
- Providing support for members as they navigate the mental healthcare system



¹<https://wfmh.global/wp-content/uploads/2017-wmhd-report-english.pdf>

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