

PinnacleCare can help lower your risk of misdiagnosis

Did you know 1 in 5 serious medical conditions are misdiagnosed?¹

Everyone faces some risk of being misdiagnosed and these errors in diagnosis can lead to serious injury or death. One of the most effective ways to decrease the risk of a delayed diagnosis or misdiagnosis is to proactively advocate for yourself with your healthcare providers. PinnacleCare can help.

How to feel confident in your diagnosis?



Get support – Work with a PinnacleCare care advisor who can provide information about potential alternative diagnoses.



Ask questions – Ask your doctor if there are other issues that could be causing your symptoms and what tests could help clarify your diagnosis.



Know your medical history – Make sure your doctor has up-to-date and comprehensive medical records and family history so they are aware of past diagnoses and any potential risk factors.



Get a second opinion – PinnacleCare can connect you with a specialist to get a different perspective on your symptoms.



Change providers – If your current provider consistently does not take your symptoms and concerns seriously and doesn't answer your questions, find a new healthcare provider. PinnacleCare can help you find a physician that is accepting new patients and accepts your insurance.



Examples of questions you could ask your healthcare provider to help avoid misdiagnosis:



- What could be the underlying cause of my symptoms?
- What tests should I have to help narrow down the underlying cause of my symptoms?
- What is the range of treatment options I should consider for my condition?
- What outcome should I expect from this treatment?
- What are the potential side effects of treatment or the treatment's potential impact on my quality of life?
- What clinical evidence is there to support this treatment?
- Are there any questions I should have asked but didn't?

If you're concerned about a serious diagnosis or aren't confident in a recent diagnosis, contact PinnacleCare:

Phone: **888-442-7380** | Online: **www.PinnacleCare.com/cityofmarlborough**

Representatives are available Monday through Friday, 8:00 a.m.–6:00 p.m. (ET)

1. Bernstein, L. (2017, April 4). 20 percent of patients with serious conditions are first misdiagnosed, study says. Washington Post. Retrieved July 25, 2022, from https://www.washingtonpost.com/national/health-science/20-percent-of-patients-with-serious-conditions-are-first-misdiagnosed-study-says/2017/04/03/e386982a-189f-11e7-9887-1a5314b56a08_story.html

PinnacleCare is a member of the Sun Life family of companies. PinnacleCare and its employees do not diagnose medical conditions, recommend treatment options or provide medical care, and any information or services provided should not be considered medical advice. Any medical decisions should be made only after consultation with and at the direction of your medical provider. Any person or entity who provides health care services following a referral or other service provided does so independently and not as an agent or representative of PinnacleCare.

© 2022 Sun Life Assurance Company of Canada, Wellesley Hills, MA 02481. All rights reserved. The Sun Life name and logo are registered trademarks of Sun Life Assurance Company of Canada. Visit us at www.sunlife.com/us.