



PROBLEM

Valerie is a mother of two. One day her 6-year-old son, Mark, was hit in the head with a football and he began to complain of headaches. They took him to the emergency room of their local hospital and a tomography was performed which revealed a large cyst the size of almost a quarter of his brain. This shocking and alarming news prompted them to contact Best Doctors Insurance immediately.

SOLUTION

Best Doctors helped the family schedule appointments for their son to see two different doctors in Houston. The first said he would not operate on the boy. The second doctor was an ophthalmologist who said he believed there was another issue that needed to be closely monitored. Sure enough, a few weeks later, their son began clearly having difficulty focusing on people when he was talking to them. It was the result of a tremendous amount of pressure on his eye. When they phoned

the doctor, he told them he wanted to see Mark right away. They moved quickly and got on a plane to Houston that night. Best Doctors alerted the hospital in Houston and doctors were waiting for Mark the moment he arrived. He received an intervention to insert a drain the following morning. Later that day, his headaches were unbearable and he was no longer draining a mucus-type liquid, but rather blood. He was rushed to an MRI and then emergency surgery. The surgery to remove Mark's cyst was a success and he recovered for the next five weeks in the hospital, during three of which he was not allowed to move. Nevertheless, Mark felt at home, recovering as happily as could be. For Valerie and her family, the expert, highly skilled, attentive and humanistic care Mark received was unprecedented, and something they will forever be grateful for.

**Do you have Questions? Contact us
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