

Frequently Asked Questions

About the Online Second Opinion Program

What is Medical Oncology?

Medical Oncology is a modality of treatment in cancer care which uses Chemotherapy, Immunotherapy, Hormonal Therapy and Targeted Therapy to treat cancer in an effective manner. Medical Oncology usually works in conjunction with Surgical Oncology or Radiation Oncology to give the best clinical outcomes.

How do I start the process of getting an online second opinion?

OncoDigiCare facilitates the online second opinion process. You can visit the given link. Go through the doctors profile and then select the payment option along with the filling up the form if can also call on +91 8899 148-149 to our councillor a member of the OncoDigiCare team will guide you through the process of starting a second opinion over the phone. Alternatively, you can start a second opinion online through our website at any time. To begin, please register your patient's details



What is included in this online second opinion service?

Once you register on line with the details and make the payment, you will receive service from your own OncoDigiCare Coordinator , who will guide you through the process of collecting your medical records, matching your case with the most appropriate medical oncologist, delivering online second opinion to you, and handling any questions you may have. Your case will be reviewed by a medical oncologist who specializes in chemotherapy, immunotherapy, and other systemic therapy treatment options for your diagnosis. In case of expert opinion option you will get the opinion by medical oncologist. In case of Tumor Board opinion surgical and radiation oncologists are also available to review cases through this program. If you have questions related to surgery and radiation

treatment options, you can select for the Tumor Board option as multi-disciplinary

How much does an online second opinion cost?

Expert Opinion	
Basic	Advanced
<input type="checkbox"/> 1500 /-	<input type="checkbox"/> 2300 /-
One Medical Oncologist	Two Medical Oncologist
Tele Conference (15 min @Rs 500/- call & 45 Min Max Call)	Video Conference (Min 15 min call & 45 Min Max Call)
4 Days Follow-Up	7 Days Follow-Up
Report By Email	Report By Email
Select	Select

Tumour Board Opinion	
Basic	Advanced
<input type="checkbox"/> 2999 /-	<input type="checkbox"/> 4999 /-
Panel Of Oncologists	Panel Of Oncologists
Tele Conference (Min 15 min call & 60 Min Max Call)	Video Conference (Min 15 min call & 60 Min Max Call)
7 Days Follow-Up	10 Days Follow-Up
Report By Email	Report By Email
Select	Select

Will my insurance cover it?

Currently, most health plans do not cover online second opinions or consultations, so patients are responsible for the cost of the second opinion. OncoDigiCare cannot file a claim with your insurance carrier, nor can we provide a procedure. If you have questions regarding this process, please call us at +91 8899-148-149

How long will it take?

We do our best to deliver your written second opinion within 48 Hours. However, in case of any complication case we may take more than 48 hours to give a suitable opinion by our expert. The timeline starts after you have registered yourself in our portal along with all the required documents and have made the payment on the online portal, our experts will give the second opinion within 48 hours.

Do I need to send my medical records?

Yes, you have to fill up the form and submit all the reports and doctors prescription to proceed with the second opinion.

What if my medical records are in a language other than English?

Unfortunately, we are not able to process requests that are not in English. All documents pertaining to your online second opinion must be translated into English before being submitted to OncoDigiCare. In case the reports has been attached other than English and then payment has been done, then there will be no refund of the same payment.

Who chooses the physician who will provide my second opinion?

The OncoDigiCare Coordinator will carefully review your second opinion request and will match you with our panel of medical oncologist to handle your case. You may request a particular medical oncologist, and we will try to accommodate that request, but we cannot guarantee that specialist will be available and assigned to your case.

What if I would rather visit OncoDigiCare' s doctors for an in-person appointment?

No, direct cases will be entertained by the OncoDigiCare's doctors, unless it has been routed through the online process of registration

Is this service available to anyone?

Yes, the services are available for anyone, who can come online submit the reports and make the online payment.

Is my medical and payment information secure?

OncoDigiCare is a unit of Swasth Bhoomi Private Limited and it's a technology enabled healthcare organisation. We follow ethical practices and are strongly committed to protecting the privacy and security of all our patients. OncoDigiCare online portal meets all firewall and compliances to make sure we provide a secure platform to make the payment.

Can I schedule a follow-up appointment with the specialist who provided my online second opinion?

No, it's not possible, as all coordination among the doctors will be taken care by our health & Wellness Coordinator.

Can I add more records, labs, or scans once the case is underway?

Your case cannot be reviewed by an expert until we have received all of the required records. All records, labs, and scans must be available at the time you submit the case. Should additional records, labs, or imaging become available once your case is underway, we regret that we cannot add them to your case, and as such the expert will not be able to review them. If new information does become available while your case is underway, you are welcome to open and pay for a new case, and we can request the same expert who reviewed your first case. Please be aware that we cannot guarantee that the same expert will be available to review your second case.

How many questions can I ask the expert?

You will be getting a window to interact with our experts for 15 min to max 45 min Please note that there is no direct phone conversation with the expert, so it is important that you submit all your reports at the start of your case.

What should I expect to receive once my second opinion is complete?

You will receive a notification when your second opinion has been completed and is ready for your review. The second opinion will be in written form. After you have reviewed the second opinion, a OncoDigiCare's Coordinator will follow up with you by phone to address general medical questions about the information provided in the second opinion.

When should I get a second opinion before having surgery?

The sooner the better. In fact, you could ask the doctor who says you need surgery for a recommendation for a second opinion before you even proceed with surgery. You certainly don't want to wait until the operation is about to be done. Give yourself as much time as possible to collect the necessary information to make an informed choice. On the other hand, dragging out the process of getting additional opinions might be a way to postpone surgery you're not exactly looking forward to—so be honest with yourself.

How should I ask a doctor for a second opinion?

Be as direct and unemotional as possible. Tell the second doctor that you want an appraisal of the diagnosis you've been given and the treatment that's been proposed. Bring the results, including tests, from your original consultation. Then say, "Here is what my doctor told me about my condition. He recommends this surgery. What do you think?" Try not to telegraph your own opinion of what the first doctor suggests to the second doctor. You want his objective response, not a reaction to your own possibly negative emotions.

I am afraid to ask for a second opinion. Am I not insulting my doctor if I request a second opinion?

Not at all. It is standard medical practice to get another opinion. Doctors do it all the time as part of their own process of diagnosing a problem. You should not feel any hesitation or guilt about stating that you want a second opinion. In fact, many physicians will give their patients the names of other specialists and surgeons to talk to without even being asked.

What happens after I get a second opinion?

What happens after you have two opinions depends on whether the advice is the same or not. If there is disagreement, try to understand the reasons for the difference of opinion. Specifically go through the arguments for and against each approach. Evaluate the pros and cons, follow up with your doctors, and discuss the matter with a friend or relative who is a reliable sounding board. Consider the options and the credentials of each physician. Be aware that it is a common phenomenon that the second opinion has a tendency to sound smarter than the first, when in reality it may or may not be better.

In the end, you need to go with your gut. Which doctor do you trust, which approach makes sense to you? If those answers point you in a direction, it probably is the right one for you.