

Teladoc Medical Experts

Member Story

Amie



Amie was a healthy 34-year-old when she suddenly started experiencing pain in her lower abdomen in December 2013. At first she ignored it, but the pain eventually became excruciating and also migrated to her lower back.

Amie visited her family doctor who sent her for an ultrasound, the results of which revealed she had a small fibroid on her uterus.

By March 2014, the pain was so severe it had become unbearable and she could no longer sit at work. Her doctor prescribed painkillers so strong that Amie couldn't drive while on them, could no longer work and had to go on disability.

Amie underwent a battery of tests, including more ultrasounds as well as MRIs and CT scans. These tests showed there was something on Amie's lower back, although it wasn't clear what this was. Meanwhile, Amie's pain continued to become increasingly severe.

"My doctor was just prescribing higher doses of the painkillers to ease the pain which just wasn't fixing the issue," Amie recalled. The drugs took a heavy toll on her, making it impossible for her to function properly.

At this point her doctor sent her to a gynecologist, who sent her to another gynecologist. "I got passed around quite a bit," Amie said, adding that the doctors believed the fibroid was the source of her issues. One gynecologist suggested that it be removed, while

conceding that she "couldn't guarantee that that was the problem or that was going to fix it," according to Amie.

Hesitant to undergo surgery, Amie decided to contact Teladoc Medical Experts, a benefit to which she had access through her individual insurance policy.

"It just seemed like I wasn't with the right doctor," Amie said.

Teladoc Medical Experts went about collecting her medical records and test results, going as far back as 2001, when Amie had been in a bad car accident.

"The Teladoc Medical Experts nurses are absolutely phenomenal," Amie said. "They were so patient and so kind and very sympathetic to the situation."

At the same time that she began the process with Teladoc Medical Experts, Amie also requested a referral for a gynecologist located in a different city who had been recommended to her.

Teladoc Medical Experts has been helping members ensure they have the right diagnosis and the best treatment options, for over 20 years.



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- Amie

That gynecologist suggested performing exploratory surgery to see if the fibroid was indeed the source of Amie's problems. The goal was to find out whether it was a "healthy" fibroid or not. Amie underwent the procedure in June 2014 and the gynecologist found that the fibroid was in fact healthy, was not causing any issues and could be left intact.

"When they told me that, it was probably one of the most upsetting moments of the whole process," Amie said. "I was led down the gynecology path the whole time and that wasn't the issue at all."

She called Teladoc Medical Experts so that they would have the latest information and she then waited to receive the Teladoc Medical Experts report.

Amie's case was reviewed by a Teladoc Medical Experts gynecologist in North Carolina as well as an orthopedic surgeon in San Francisco who specializes in spinal surgery. The gynecologist confirmed that it was never a gynecological issue, while the orthopedic surgeon diagnosed her problem, which turned out to be a spinal issue. Imaging studies revealed a subtle tear in one of her disc walls, as well as a small herniation in another disc which was on the same side as where she experienced her pain.

The Teladoc Medical Experts report explained that these issues were the source of her pain. The report also suggested certain exercises that would help in mending what was wrong. The report further noted that the type of drugs she had been taking could actually prevent the problem from healing.

After receiving the report, Amie said she felt as though a weight had been lifted from her shoulders. "I knew what steps to take and Teladoc Medical Experts gave some treatment options, right down to the specifics of using a certain method of training. It was unreal," she said.

She's since been following the report's recommendations and does special types of exercises while also seeing a chiropractor on a regular basis. Amie says she's able to manage her condition and no longer has many issues. She's also working again.

"I'm back to everything that I used to do before," she said.

Amie recommends others learn more about Teladoc Medical Experts.

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