

Member story: Pamela



Despite undergoing knee replacement surgery for osteoarthritis, Pamela was plagued by persistent pain in her right knee that impacted her mobility and sleep.

Post-op physiotherapy only provided mild relief and other treatments were also ineffective in resolving the issue.

It was only after Pamela enlisted the help of Best Doctors that she found out the reason for her constant pain: Her knee replacement hadn't been done correctly.

Pamela reached out to Best Doctors, which she had access to through her extended health plan, after she wasn't getting any answers from the orthopaedic surgeon who performed the initial operation. He told her an X-ray showed everything was fine and advised Pamela to continue with her treatment plan. However, physiotherapy, laser treatment, and a cortisone injection only provided Pamela with temporary relief.

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Pamela's case was reviewed by a Best Doctors expert, an orthopaedic surgeon with a subspecialty in knee surgery, who provided some possible causes of Pamela's persistent pain and recommended further diagnostic testing, including bloodwork, a bone scan, and a possible CT scan. Pamela also found a new orthopaedic surgeon using Best Doctors FindBestDoc[®] service, which provided her with a list of the most highly rated local orthopaedic surgeons.

After Pamela went through further testing, the Best Doctors-recommended surgeon determined that her knee replacement had not been performed correctly. This explained the constant pain, as her knee was not functioning properly. Pamela ended up undergoing another knee replacement surgery, performed by the new surgeon.

Although she is still recovering from the second operation, Pamela said she feels better and her walking has improved.

Pamela said she had a very positive experience using Best Doctors services and felt as though she received more support from Best Doctors and the new surgeon than she had received from her first surgeon.

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