

## Quick Reference Guide

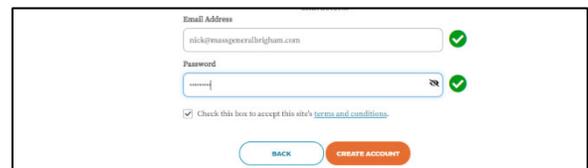
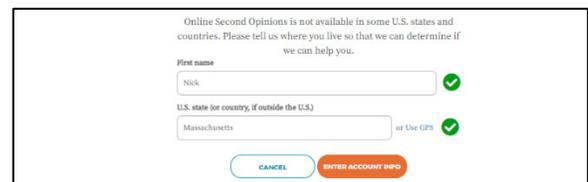
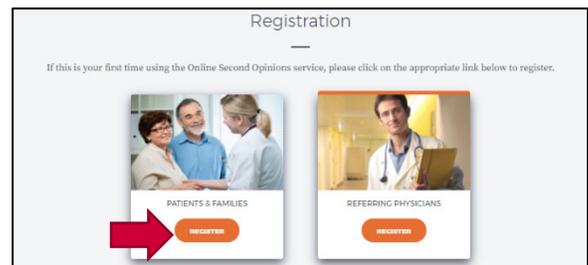
# Requesting an Online Second Opinion

To get an online second opinion, start by creating an account and opening a new case. The cost for a second opinion is \$950. Additional charges apply in certain cases, for details please [see here](#). You are responsible for all charges. Payment is due at the time of request.

If you need assistance, call 617-724-9295 or toll-free 888-456-5003, Monday-Friday 8:30 AM ET – 4:30 PM ET. Or you can email us at [consultsinfo@partners.org](mailto:consultsinfo@partners.org).

## To create an account

1. Go to <https://poso.partners.org/>.
2. Click **GET STARTED – REGISTER NOW** on the homepage.
3. Click **REGISTER** on the *PATIENTS & FAMILY* section.
4. Enter your **First Name**, where you live, and click **ENTER ACCOUNT INFO**. If you live in a [state or country](#) that does not allow second opinions across border lines, you will not be able to create an account.
5. Enter your **Email Address**, create a **Password**, and review the terms and conditions. Then click **CREATE ACCOUNT**.

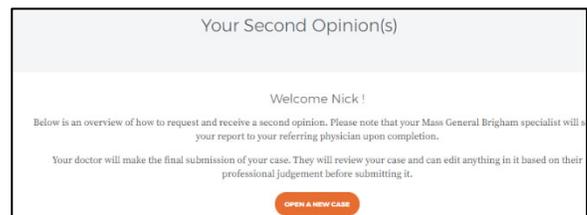


Your Online Second Opinions portal dashboard appears after you create an account. You will also receive a welcome email. From your portal, you can enter and submit a second opinion request. You can also check the progress of a request.

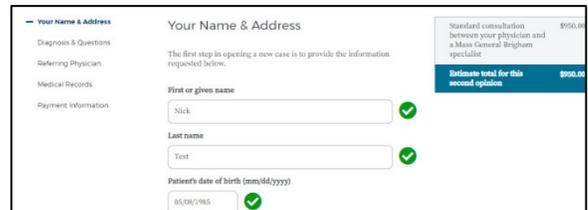
## Requesting a second opinion

We ask for the following information for a second opinion: the patient's name, address, diagnosis, medical records and credit card information. You will see a shopping cart that estimates the cost of the second opinion as you enter your information. We can work with your current physician if you do not have all of your medical records.

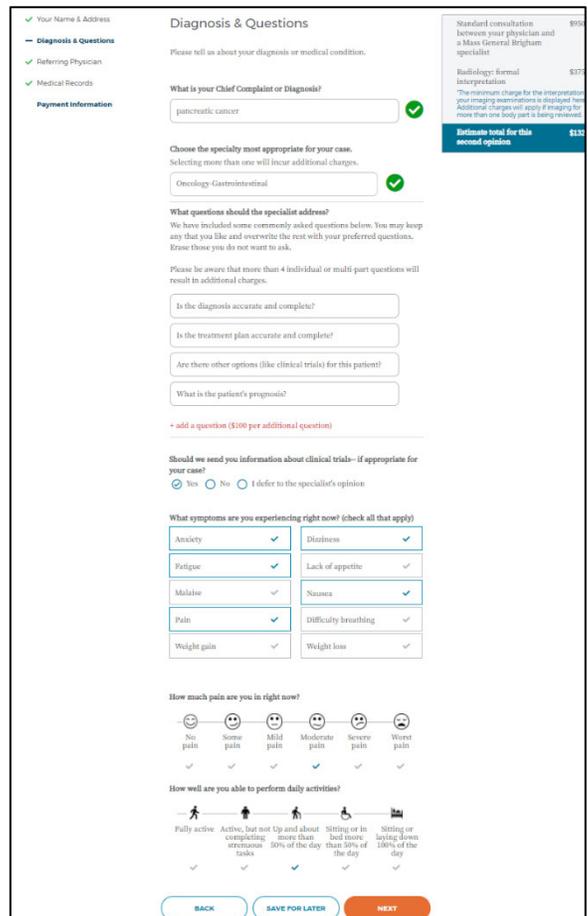
1. Sign in to your portal (<https://poso.partners.org/>) if you are not already signed in. Then click **OPEN A NEW CASE** from your dashboard.



2. On the next page, enter your name, birth date, gender, address, telephone number, and then click **NEXT** at the bottom of the page.

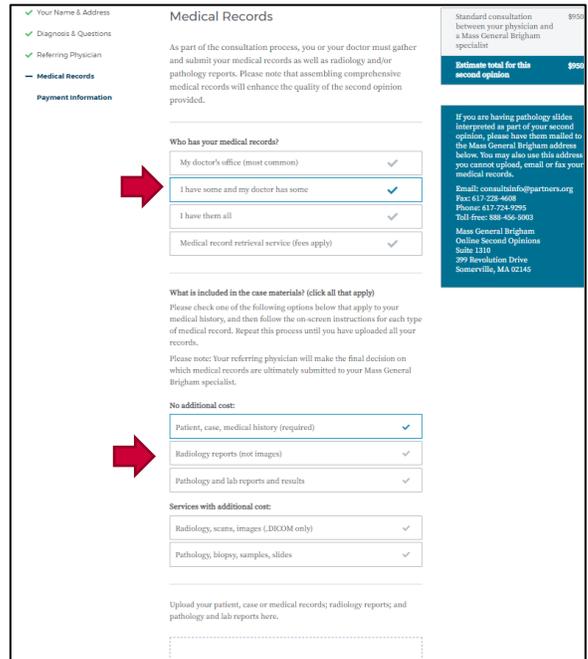


3. On the *Diagnosis & Questions* page, provide the information requested, and then click **NEXT** at the bottom of the page. The information requested includes:
  - The chief complaint or diagnosis.
  - The medical specialty that is most appropriate for your case. Select at least one. Your referring physician can update this if you choose incorrectly. There may be additional costs if you select more than one.



- Ask up to four questions you want the specialist to address. Commonly asked questions default in each field. You can use these questions or ask your own.
- If you are interested in learning about clinical trials for your diagnosis, click the **Yes** button.
- Indicate the symptoms you are experiencing, how much pain you are in right now, and how well you can perform daily activities.

4. On the *Referring Physician* page, enter the physician's name, location, and contact information for the doctor that is currently treating you. Then click **Next** at the bottom of the page.
5. On the *Medical Records* page, let us know who will provide us with your medical records:
  - **My doctor's office:** Select this if your doctor will provide all medical records.
  - **I have some and my doctor has some:** Select this if both you and your doctor will provide medical records.
  - **I have them all:** Select this if you have all your medical records.
6. If you are not providing any medical records, click **NEXT** on the bottom of the page and proceed to step 9. If you are providing medical records, select the type(s) you will be sharing on the *Medical Records* page. Some records have an [additional cost](#).
7. Upload your records (instructions are provided), then click **NEXT** on the bottom of the page.

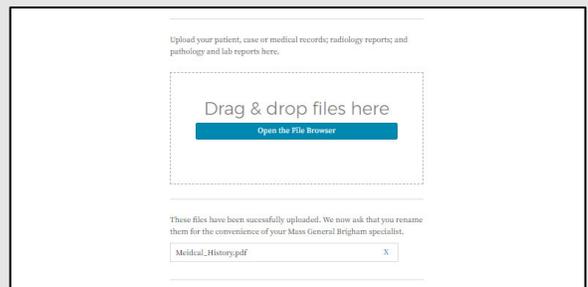



### Patient's medical records; radiology reports; and pathology and lab reports:

Upload your records by either **drag and dropping** them in the designated section at the bottom of the *Medical Records* page or by clicking **Open the File Browser** and searching for the files on your device.

Each file you upload appears under the drag and drop box.

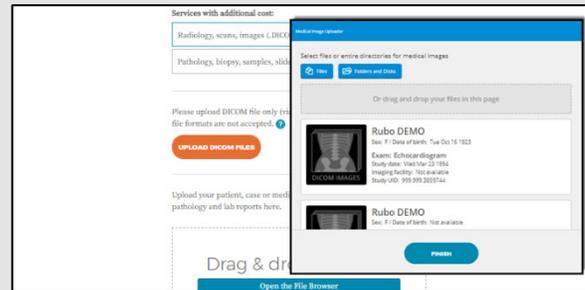
**Helpful tip:** Save all pathology reports and all radiology reports together and upload each grouping as one file, rather than several files. This will help the specialist reviewing your case.



### Radiology, scans, images (.DICOM Only):

Click **UPLOAD DICOM FILES** to open the *Medical Image Uploader*. This button appears if you select **Radiology, Scans, Images (.DICOM)** when indicating the records you will share.

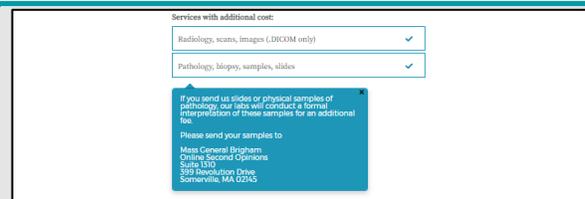
Drag and drop your **DICOM** files or select **Folders and Disk** to search for them on your device. A confirmation message and progress bar will appear if uploading multiple files. A list of all uploaded DICOM files display.



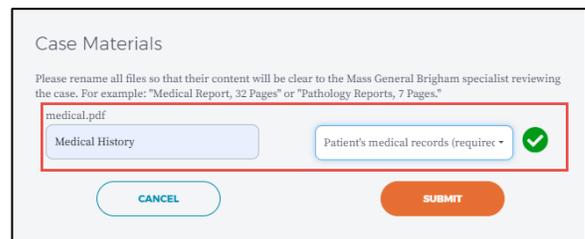
Click **FINISH** when done.

### Pathology, biopsy, samples, slides:

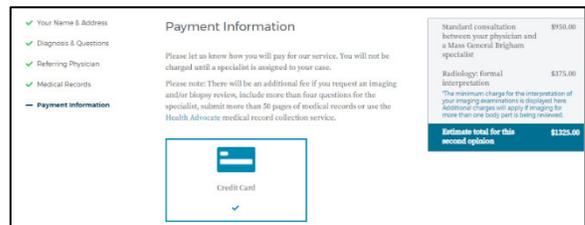
Mail your records to the address that appears on the portal.



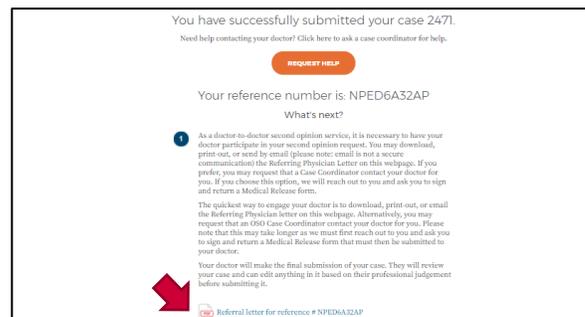
- The *Case Materials* popup appears. From here, you can rename and categorize all uploaded files so that their content is clear to the specialist reviewing your case. For example, the uploaded document on the image to the right was titled *medical*. Using the popup, the document was renamed to *medical history* and categorized as *Patient's medical record*.



- On the *Payment Information* page, review your estimated total, enter your credit card information, and then click **DONE & SUBMIT** at the bottom of the page. A valid credit card is needed to move forward. Your card is not charged until a Mass General Brigham Specialist is assigned to your case.



- You have completed the registration. It's time to invite your physician to participate in your second opinion request. Print a copy of your referral letter and share it with your physician so they can request your second opinion. You may use your Primary Care Physician (PCP), General Practitioner (GP), or your local specialist. Any physician who is part of your care team may request your second opinion.



When returning to your dashboard, you will see that Step 1 has been completed. As your case progresses, the graphics will change to reflect when each step has been completed (from blue to green).