



“When you are replacing the roof of your house you do research to learn more and find out who is the best in the field, so you should certainly do that for something like hernia surgery.”

Tim Pfaff | Surgery

It started when I was diagnosed with two hernias. I didn't really have any symptoms and considered ignoring them, but then realized that I should get them fixed soon. Hernia surgery is relatively minor, but as I get older I realize my ability to heal may not be as great, so once I made up my mind I wanted to get them done right away.

I had already consulted a surgeon who reviewed the diagnosis and my options with me. He seemed good but I really wanted some additional input before I made my decision. I have ConnectCare3 as a benefit through my employer, saw the posters in the break room and decided to call to see if they could help.

My navigator was very helpful and after reviewing my information she was able to confirm what my surgeon had told me about the diagnosis, the process and what to expect. She was very sympathetic and it was helpful to hear the same information from someone else to confirm that I understood the situation and was doing the right things. She even provided me with additional providers in case I wanted to work with a different surgeon.

With her input and reassurance, I felt much more comfortable and went ahead with the surgery and am doing fine. It was great to have someone to talk it over with as it helped to remove the unknowns and some of the stress of the situation.

When you are replacing the roof of your house you do research to learn more and find out who is the best in the field and has the most experience, so you should certainly do that for something like hernia surgery, and any other healthcare needs. I would encourage anyone needing some support in evaluating their options to call ConnectCare3 for help.

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