



Get your expert medical opinion

1. Landing page

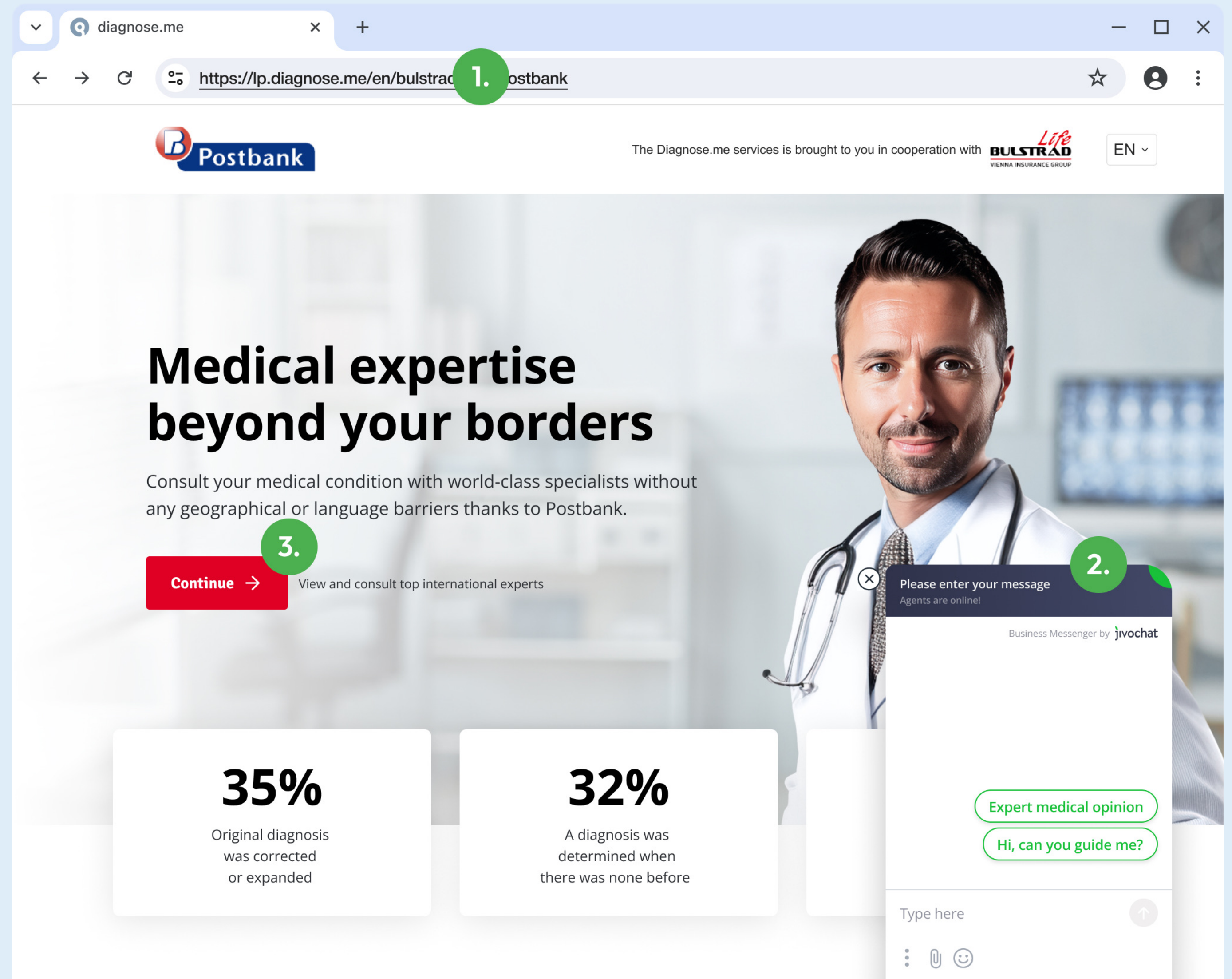
Start by visit our landing page to learn what Diagnose.me is and how it works.

2. Client support

Our support team is here for you — use the online chat if you have any questions.

3. Start your request

Select 'Continue' to begin your expert medical opinion process.



Choose your next step

Choose from one of the two options to start:

A. Choose a specialist by yourself

If you want to choose a specialist by yourself, select the 'Choose by yourself' option and follow the instructions on the next slide.

B. Let us choose for you

If you are unsure which specialist to choose, let our team assist you by selecting the 'Let us choose' option. If you select this option skip to the Order form section of this guide.

diagnose.me

https://lp.diagnose.me/en/bulstradlifebgpostbank

Postbank

The Diagnose.me services is brought to you in cooperation with

Life


BULSTRAD

VIENNA INSURANCE GROUP

EN

Back

International expert medical opinion



To get an expert medical opinion, follow the steps below:

1.

Choose a specialist by yourself and request an expert medical opinion through his profile, or open a new case and let us choose the most suitable specialist for you.

2.

Fill in the order form. Our team will next help you upload your medical records and other necessary information.

3.

You will receive the expert medical opinion report within 7 working days after providing the necessary documentation and information.

A.

Choose by yourself

Choose a specialist by yourself and open a new case through his profile.

Choose a specialist


B.


Let us choose


Open a new case and we will help you choose a specialist.

Open new case

Some of our specialists







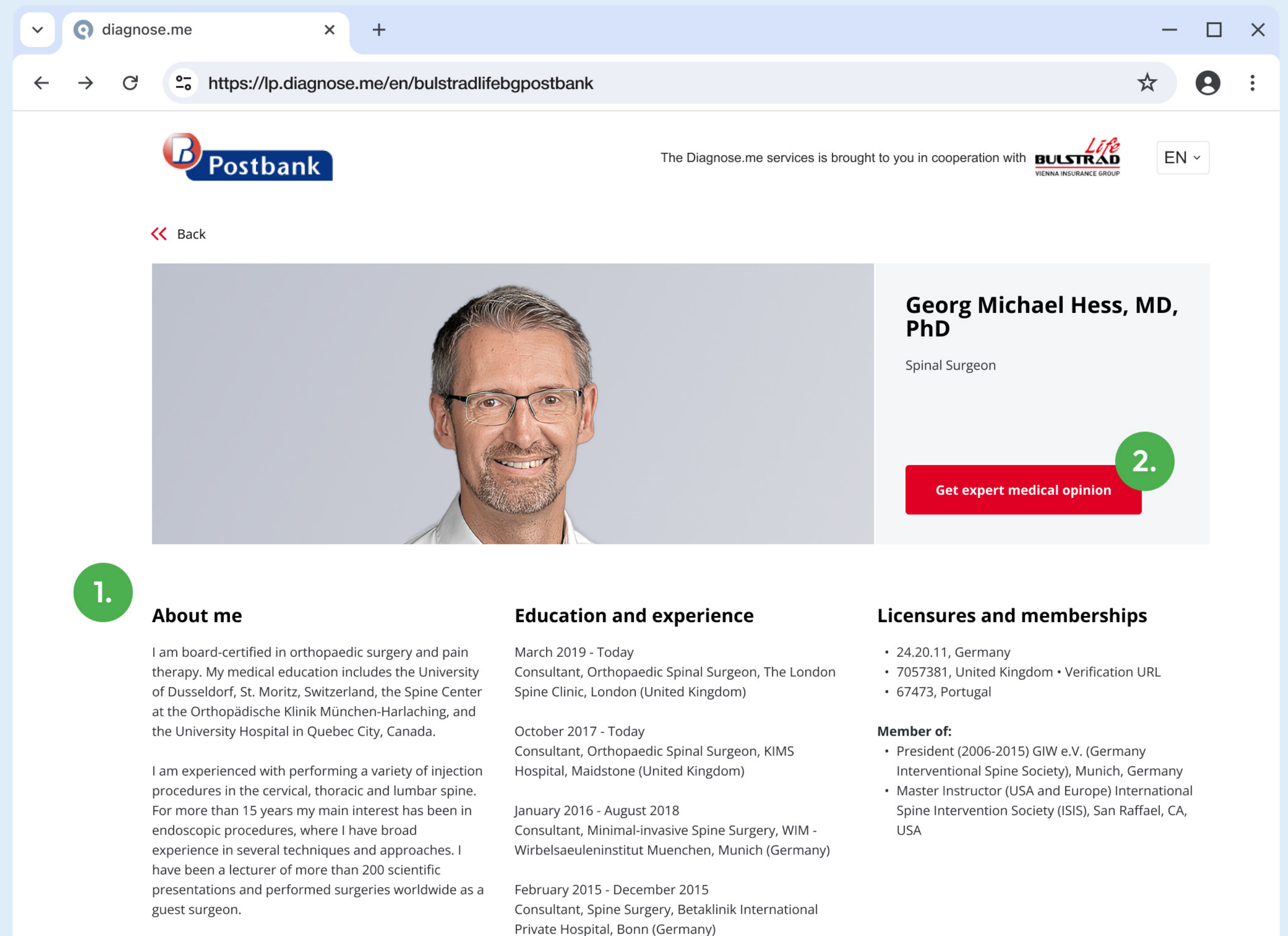
Learn more about the specialist

1. Profile details

Each profile includes details about the specialist's area of expertise, experience, education, and reviews from other clients.

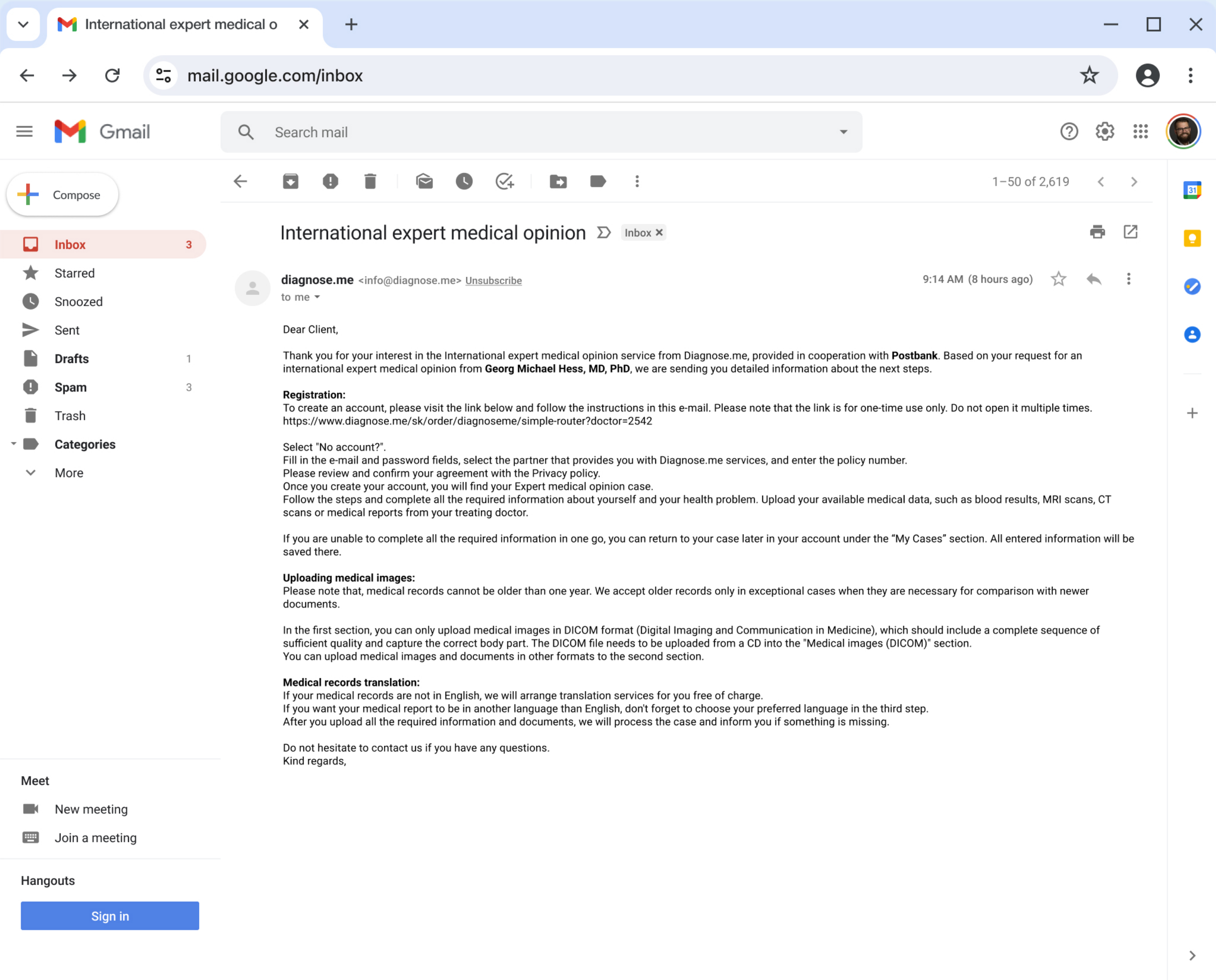
2. Request an expert medical opinion

Once you find a suitable specialist for your case, select 'Get expert medical opinion'.



Instruction e-mail

Once the support team confirms your request, you will receive an e-mail with detailed registration instructions.



Accessing the client's office

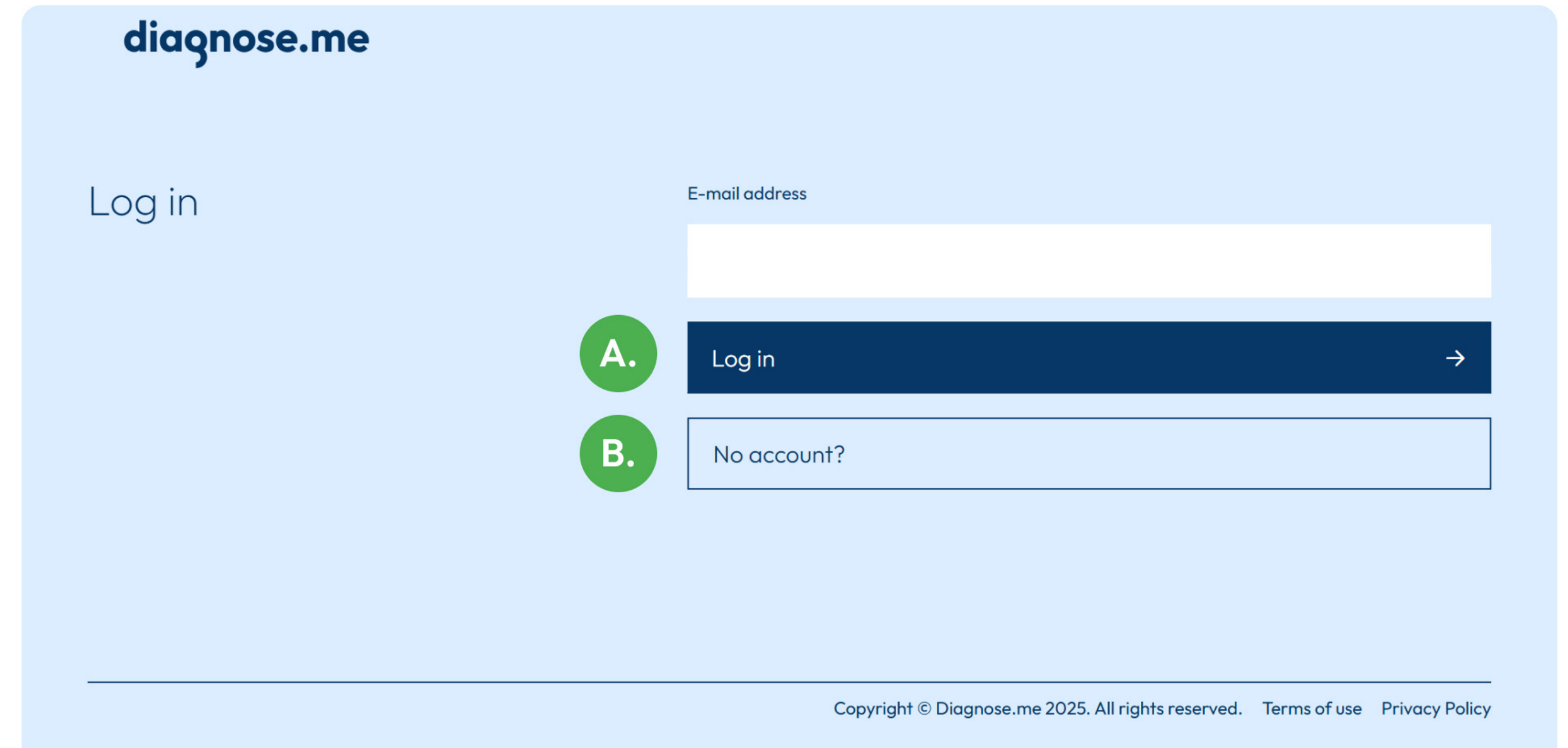
The client's office is your dedicated space to manage your case and upload all relevant medical data. To access the client office, click on the link included in the instruction e-mail that will redirect you to the login/registration screen.

A. Log in

If you already have an existing account, log in using your e-mail and password.

B. Register

To register as a new user, choose 'No account?'.



The screenshot shows the 'diagnose.me' login and registration interface. The header 'diagnose.me' is in the top left. Below it, the text 'Log in' is displayed. To the right, there is a form with an 'E-mail address' label above a white input field. Below the input field is a dark blue 'Log in' button with a right-pointing arrow. To the left of the button is a green circle with the letter 'A.'. Below the button is a light blue box with the text 'No account?'. To the left of this box is a green circle with the letter 'B.'. At the bottom right, there is a footer line with the text 'Copyright © Diagnose.me 2025. All rights reserved. Terms of use Privacy Policy'.

Registration

Create an account to access the client's office and manage your case.

1. Enter your e-mail address

Use the same e-mail as on the order form.

2. Choose a strong password

3. Select your partner

Select Postbank – Safe Day as your partner.

4. Identification number

Enter the number of the contract you have concluded with Postbank.

5. Create your account

Read the Privacy Policy, consent by checking the checkbox and select Create account.

diagnose.me

Register for
Diagnose.me

Don't have an account yet? Register!

1.

E-mail address

Confirm e-mail address

2.

Password

3.

Partner

Postbank – Safe Day

4.

Identification number

XXXXXX

① Use the number of the contract you have concluded with the partner as the identification code.

☐ [Privacy policy](#)

5.

Create account



Completing your case

1. Case detail

Follow the instructions in the client's office and provide all required details about your case.

diagnose.me



1. Case detail

We need to ask a few questions about the patient. Please make sure you provide the requested details.

2. Upload

3. Additional services

4. Confirmation

5. Payment

You have selected:

Georgios Karas, MD, PhD

USA and Canada

Please note that our services are not available to citizens or permanent residents of the USA and Canada.

What is the patient's gender?

☐ Male ☐ Female

What is the patient's year of birth?

1964

Example: 1965

What is the patient's current situation? What questions would you like to ask?

What to include: All relevant information which might help to provide an accurate report, such as suspected diagnosis, undergone surgeries, medication taken, undergone treatments, radiotherapy or chemotherapy (including dates).

Make sure you include all the questions you would like to be answered.

Please do not include: any links to any studies or documents. You will have the chance to upload these in the next step.

Next



Completing your case

2. Upload

In this section you can provide relevant medical data for the specialist. Make sure to upload your medical data in the correct format and section.

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1. Case detail

2. Upload

This table shows all the medical data and images you have uploaded.

3. Additional services

4. Confirmation

5. Payment

Medical imaging

Please upload your medical imaging scans here. (e.g. MRI, CT scans, X-rays, and other relevant images)

Upload

You can upload up to 2 series of MRI or CT scans, or up to 5 X-ray or ultrasound images.

Medical documentation

Please upload your medical documentation here. (e.g. medical reports, blood test results and other relevant medical documents)

Upload

You can upload one set of medical documentation of up to 5 pages.

Sending medical data by post

You can send your medical data by post by mailing a CD, DVD, or another common data storage device to our postal address. We will securely process your files and deliver them to the specialist.

Send by post

Upload limit

To make sure expert medical opinions are prompt and thorough, we limit the amount of medical data you can upload. This helps specialists focus on the most important information when they prepare their reports. If you need to submit extra data, we can review it for an additional charge of 20% of the specialist's fee.

Please make sure all your medical data concerns one body part only.

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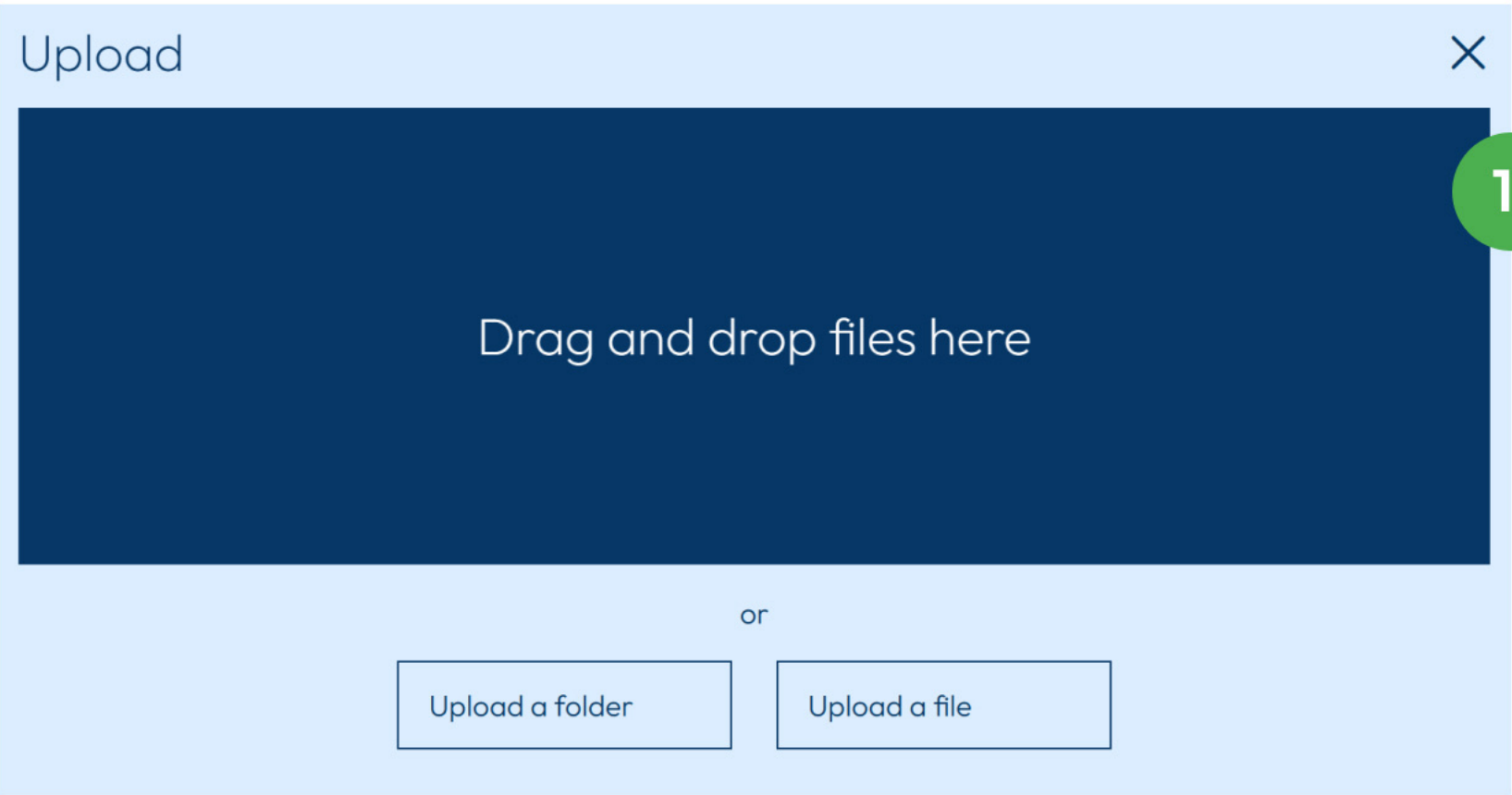
Next



Completing your case

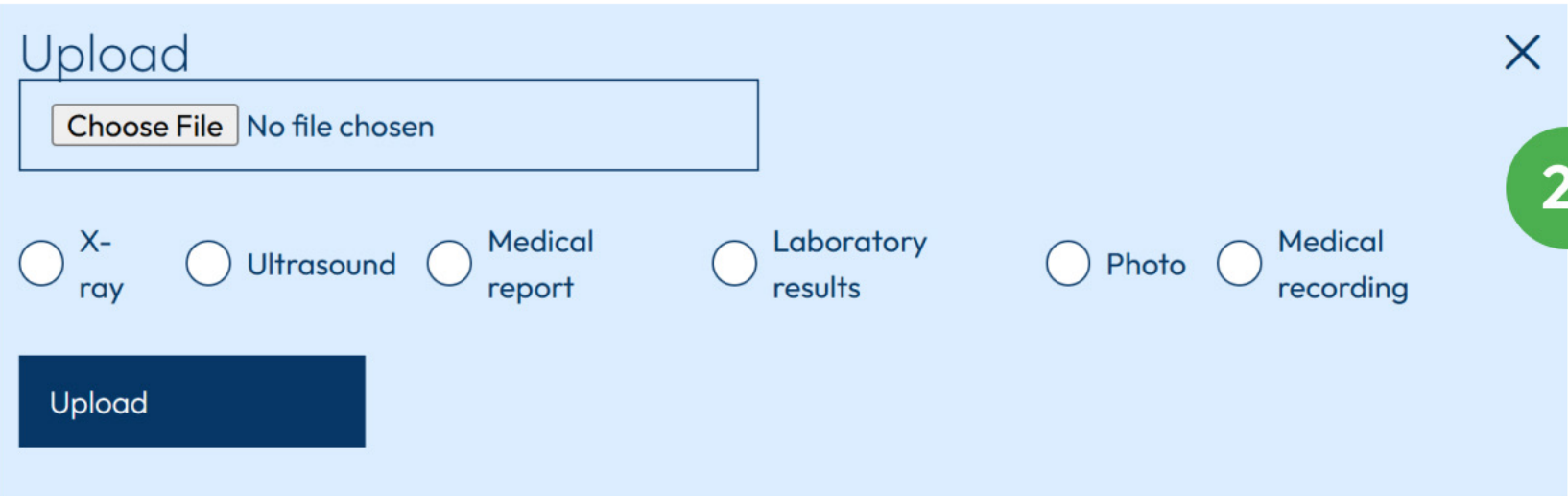
1. Medical imaging (DICOM)

In this section, upload your medical imaging in DICOM format (Digital Imaging and Communication in Medicine). The file should contain a complete sequence of images in sufficient quality. Make sure that the images capture the correct part of the body.



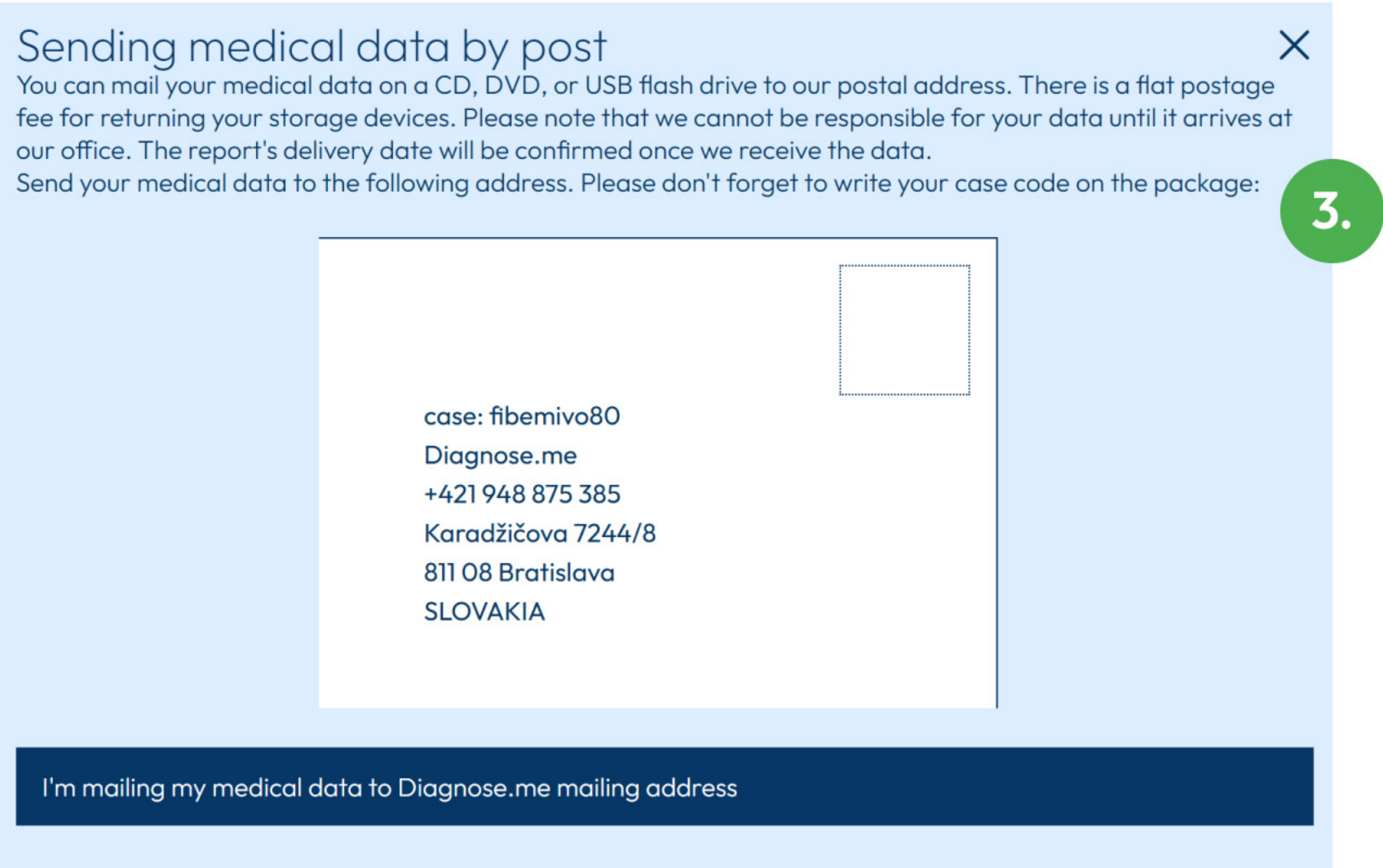
2. Medical documentation and other imaging files

Use this section to upload medical documentation and medical images in non-DICOM format. First, choose the type of medical data you want to upload and then select 'Choose File'. If you have different types of medical data, upload each type separately.



3. Sending medical data by post

If you want to send your medical data by post, follow the instructions in the client's office.



Completing your case

3. Additional services

You can choose your preferred report language from the dropdown menu. One of our medical translators will then translate the report from the specialist's language.

1. Case detail

2. Upload

3. Additional services

All reports are written in English or in the language of the selected specialist. If you prefer a different language, you can choose one of the available languages and have your report translated for an additional fee. This fee does not apply to our partners' clients.

4. Confirmation

5. Payment

Deliver my report in

English



Back

Next



Completing your case

4. Confirmation

Please review the information and data you have provided and ensure they are correct. Read the necessary documents and express your consent by clicking on the relevant checkbox. Once you do so, select Next.

Postbank’s clients with insurance “Safe Day” purchased after 14.07.2025 can get an international expert medical opinion for free. The total amount in the payment overview will always be 0€. Select Confirm to finalise your case.

Report	150€
Report discount	150€
Total	0€
<div><div>Back</div><div>Confirm →</div></div>	

diagnose.me

×

1. Case detail

2. Upload

3. Additional services

4. Confirmation

5. Payment

Specialist:

Georgios Karas, MD, PhD

Delivery time:

2 workdays

Report language:

Slovenčina

Case code:

fibemivo80

Patient's gender:

Male

Year of birth:

1964

Case description and questions for the specialist:

Abcdef

Medical data:

☐ I agree with the [Report Agreement](#) (Georgios Karas)

☐ I agree with the [Terms and Conditions of Use](#) of Diagnose.me

☐ I expressly agree with the provision of my personal data concerning my health information. For more information please see our [Privacy Policy](#).

☐ I agree with the [Report Translation Agreement](#)

Back

Next →

Case sent

Once you confirm your case, we will forward it to the selected specialist.

Contact the support team if you need to make changes or updates in your case after confirming it.



Thank you.

Your case has been successfully submitted. Our team wil briefly review all the information you have provided, including the uploaded medical data, and will then forward the case to the selected specialist or institution.

If any clarifications are required, the specialist may contact you directly through messages. Each time you receive a message, or there is an update to your case, you will also receive an email notification.

Once your expert medical opinion report is ready, you can download if from your account. If you need further clarification, you may ask the specialist up to two additional questions within 14 days of receiving your report.

My cases →



Notifications

Check your inbox regularly

You will get an e-mail notification anytime there is an update/change on your case. We will inform you if additional information is needed or when your report is ready.

Your medical report is ready

+

mail.google.com/inbox

☆

👤

⋮

☰

Gmail

🔍 Search mail

?

⚙️

⋮

👤

✚

Compose

Inbox

3

★

Starred

🕒

Snoozed

➤

Sent

📄

Drafts

1

⚠️

Spam

3

🗑️

Trash

📁

Categories

▼

More

⏪

⏩

📧

🕒

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📧

🗑️

⋮

1-50 of 2,619

⏪

⏩

👤

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<info@diagnose.me>

Unsubscribe

to me

9:14 AM (8 hours ago)

☆

↩️

⋮

Your report is ready

📧

Inbox

✕

Dear Client,

Thank you for using our service. Your report is ready. To acces it please visit your account at the link below:

<https://www.diagnose.me/en/cient/case/overview/12345789?partner>

If you have questions about your report, do not hesitaate to contact the specialists. You can ask two additional questions within 14 days of receiving the report. If you need help with the interpretation of the report, do not hesitate to contact us

Sincerely,

Diagnose.me

↩️ Reply

➡️ Forward

Meet

📺

New meeting

👤

Join a meeting

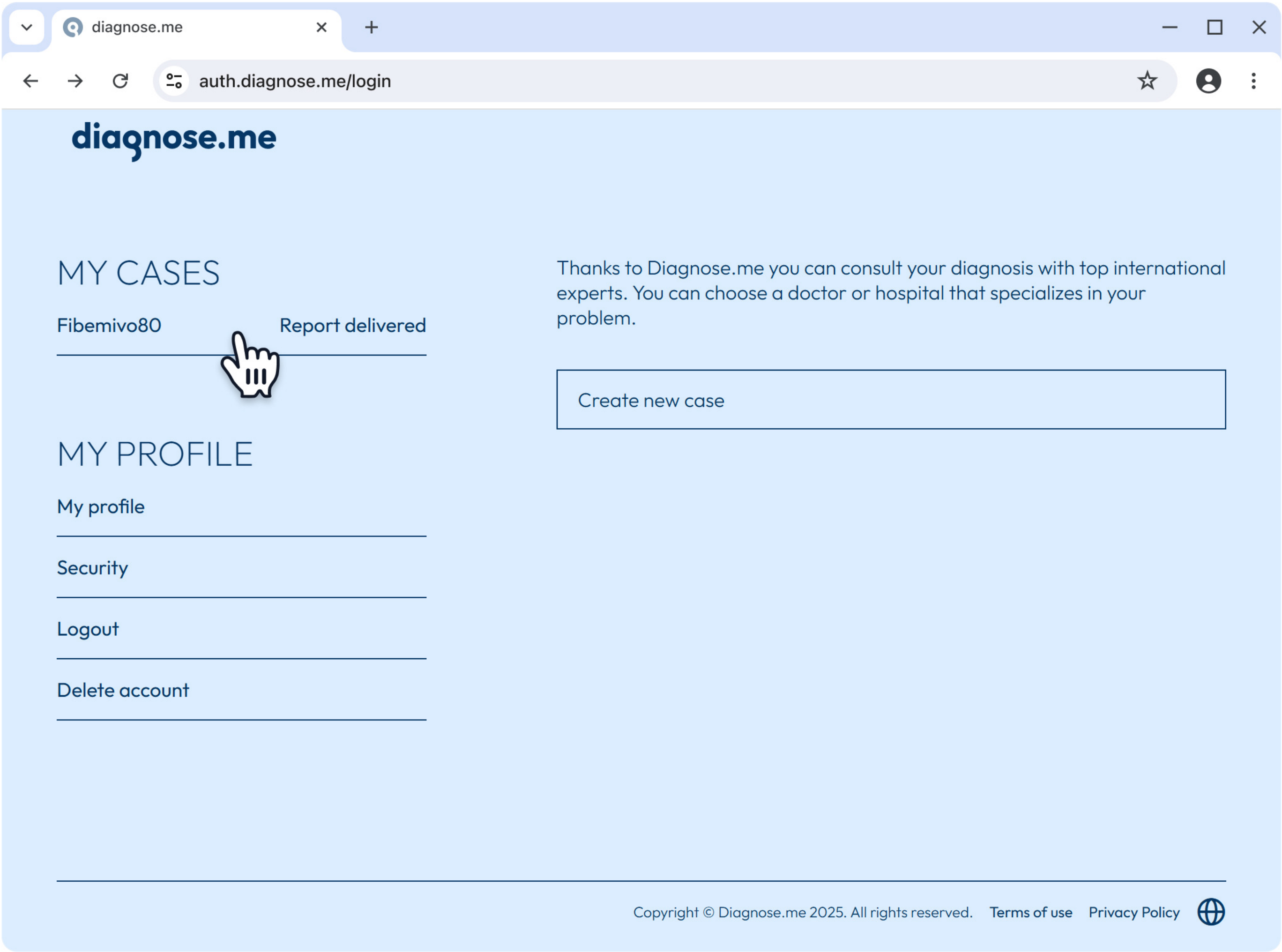
Hangouts

Sign in

Report delivered

Accessing your report

Once you receive an e-mail that your report is ready, log in to your account and go to the ‘My cases’ section.



Report delivered

Select your case and go to the ‘Report’ section.

diagnose.me

auth.diagnose.me/login

diagnose.me

MY CASE

Code: fibemivo80

Overview

Case files

Messages

Support

Georgios Karas, MD, PhD

Report

Case status:Report delivered

Creation date:18 Mar 2025

Specialist:Georgios Karas

Patient's gender:Male

Year of birth:1964

Case description and questions for the specialist:
abc

Report languageSlovenčina

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Download your report & ask additional questions

Select ‘Download’ to save the report to your computer.

If you need further clarification about your report, you have 14 days to ask your specialist two follow-up questions.

diagnose.me

auth.diagnose.me/login

diagnose.me

MY CASE

Code: fibemivo80

Overview

Case files

Messages

Support

Georgios Karas, MD, PhD

Report

Diagnoseme_fibemivo80_report_egl1s.pdf

Download

Report translation

Order translation of your report

Request translation

Feedback

Please take one minute to review the specialist who helped with your case. The review process is extremely short and should not take longer than one minute.

Send

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