



## Case study

# Providing unique services and safe transport for a remote evacuation



## Situation

UnitedHealthcare Global recruits and clinically governs medical professionals for a South African company undertaking offshore work along the coast of Nigeria, providing topside medical support as well as insurance and assistance services. A UnitedHealthcare Global medic on a vessel off the Nigerian coast used his clinical skills and testing to diagnose malaria in an ill worker. While malaria can often be treated on-board using the appropriate medications, this patient was severely unwell and needed evacuation. Complicating the situation was the fact the vessel only could offer one-hour helicopter or eight-hour support vessel transport time, and the quality of onshore medical services was unknown.

## Outcome

- The on-board medic maintained ongoing communication with topside doctors for advice on assessment and treatment
- Vessel and helicopter evacuation were arranged, while the UnitedHealthcare Global Assistance team used its global assistance network to help ensure transfer to an appropriately skilled onshore hospital
- The Global Assistance team also researched logistics in the event the patient needed transfer to higher levels of care or repatriation
- After treatment in the recommended facility, the patient made a full recovery and was able to return to his original vessel to continue work



**Collaboration and expertise that helps to ensure continuity of care**

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