

ASSISTANCE CASE STUDY

Situation

Assist America's services attached to an association membership

61 year old male in Canada

Severe cough

Services

Medical Referral

Assistance

Assist America received a call from a member complaining of severe, painful cough. He had visited an Urgent Care Center two weeks ago and been given amoxicillin, however his symptoms showed no signs of improvement. The member was currently traveling through Canada in a RV with his wife and provided the location of the next town on their itinerary. Assist America's Medical Coordinator identified a number of facilities on the member's travel path that would be able to offer treatment. The coordinator then called the member to provide the referrals and wished him well. The following day, Assist America's Medical Coordinator reached out to the member and learned that he had been diagnosed with walking pneumonia. The member had received a stronger antibiotic and was pleased with the course of treatment.

Member Testimonial

"I'm extremely satisfied! Speed of response, ability to respond via email, and excellent follow-up exceeded my expectations."



Download the Assist America Mobile App!



Assist America has no exclusions for pre-existing conditions, geographic risk, adventure sports, alcohol-related incidents or suicide, and has no financial caps or limits. A single phone call to our medically-certified, multilingual Operations Center puts our resources in motion on behalf of any member, whether they are traveling on business or pleasure. For more information, visit www.assistamerica.com.



ASSISTANCE CASE STUDY



Situation

Assist America's services attached to an association membership

79 year old male in Utah

Spinal compression fractures following fall

Services

Medical Monitoring
Hospital Admission Assistance
Medical Repatriation
Ground Ambulance

Assistance

Assist America's Operations Center in Princeton, NJ received a call from a member who was traveling with her husband in Utah when he fell in their RV, seriously injuring his back. She reported that he was hospitalized and would need assistance upon discharge.

Assist America's Medical Coordinator reached out to the hospital to begin Medical Monitoring. The patient had sustained multiple compression fractures in his spine and was unable to walk. He had undergone surgery to repair the damage, but would need to be transferred to a skilled nursing facility for ongoing care.

Assist America worked in conjunction with the family and treating medical team to identify an accepting facility near the couple's daughter's home in South Dakota. Once admission was secured, Assist America arranged and paid for the patient to travel there via ground ambulance, allowing him to rest comfortably for the duration of the trip.

Member Testimonial

"It was wonderful and a gift from heaven. Never expected it to be so complete and satisfying."

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