

Real Case Scenarios

From large scale casualty situations to personal emergencies, UCOP through Europ Assistance has helped travelers when facing all types of difficulties.

During our over 40 year history, Europ Assistance have handled every conceivable medical problem, from complicated offshore evacuations from oil rigs, to remote location evacuations from countries such as Albania, Nepal and Zaire and to critical care evacuations for severe heart attacks and accident victims.

Three case scenarios may illustrate this:

Indian Ocean Tsunamis



On December 26, 2004, after the devastating tsunamis crashed into the coastal areas of the Indian Ocean, Europ Assistance began one of the largest assistance operations in its forty-year history. Mobilizing its worldwide network of 35 alarm centers working 24/7 and Agents throughout Southeast Asia, the Group helped over 1000 of its subscribers receive medical, psychological, and logistical assistance.

Immediately after the disaster, a Crisis Management Unit was activated at company headquarters to coordinate the response throughout the Group. The

local offices in Bangkok and Singapore became crisis centers in the region. The EA office in Washington DC coordinated with these Asian hubs to help its clients receive appropriate medical care, for local assistance with transportation logistics concerning both the injured and uninjured, as well as arrangements for transporting the remains of the deceased.

Clients were transferred from local hospitals in areas like Phuket to Bangkok and Singapore. Meanwhile, medical and logistical personnel from around the Group flew to Thailand and Singapore. Fifteen medically equipped jets were chartered to transfer injured patients from the disaster areas to hospitals in the region.

EA chartered a commercial airliner for a mass-evacuation of injured subscribers. Forty-one injured were repatriated along with family members on this flight, which traveled from Bangkok to Milan and then Paris. Sixteen doctors and nurses were on board providing medical and psychological care to the victims and their families.

In addition to the medical response, EA repatriated 600 non-injured people in five commercial airliners.

In total, 150 employees were specially mobilized around the world 24 hours a day to handle the crisis. Twenty-five medical personnel were sent to Thailand along with non-medical personnel in charge of logistics and assistance. The dedication of employees was evident in their tireless efforts to help all subscribers affected by the disaster.

Repatriation from Katmandu to New York

Our network and team approach were vitally important when we assisted a man who was terminally ill with cancer in Katmandu, Nepal. Europ Assistance USA utilized its global resources to bring him back to the United States to receive care and be close to his family.

Transporting a patient in such a serious condition over a long distance requires careful planning and coordination. Working with the doctors treating him, the US embassy in Nepal, and our agent in India, the Europ Assistance USA doctors developed a transport plan that allowed for the best en route treatment of the patient.

An air ambulance transported the patient from Katmandu to Bangkok. At the Bangkok airport, a mobile ER was set up to care for the patient immediately upon arrival. Doctors from Europ Assistance USA flew to Bangkok to escort the patient home on a commercial airliner.

By requisitioning an area of the first-class cabin as an in-flight emergency room, Europ Assistance USA kept the patient fully reclined. The doctors administered medication and closely monitored his condition during the flight.

Working together with local alarm centers, agents, and providers allowed Europ Assistance USA to put together a timely, medically responsible plan for getting the patient back home.

Europ Assistance USA's network and clinical expertise with the particularities of medical transportation make a decisive difference in the care and service our customers receive.

Our Youngest Traveler

A couple on a week-long camping trip outside of Portland, Oregon, 150 miles away from their home in Washington State, had an unexpected emergency and called Europ Assistance USA for help. The woman was 34 weeks pregnant when she gave birth and their premature baby boy would require critical, long-term medical care. Because their baby would be hospitalized for several months, the parents wanted to transfer him to a hospital near their home in Washington as soon as possible.

EA's Medical Team reviewed the case with the medical staff at the Portland facility. After determining the level of care the baby would require in transit, EA investigated options. Because of the relatively short distance and the delicate condition of the infant, one possibility could have been a ground ambulance transport. However, a ground ambulance could not support the equipment necessary for his condition. He required neonatal intensive care equipment including a portable incubator with oxygen, feeding tubes, and cardiac monitoring equipment.

The best, safest alternative was to transport him via air ambulance. EA quickly made all the logistical arrangements. When just two days old, the infant embarked on his first trip. He was transferred safely to an intensive care unit in a hospital near the couple's home in Washington.

This case demonstrates the speed and flexibility of the EA Medical Assistance team. Looking at all the possible solutions, the team quickly organized a transport to enable the infant to travel one day after birth in a safe, medically sophisticated environment.