

# Everbridge Assist™ Powered by Anvil

Assistance when it matters the most



Five cases where receiving the right care, at the right time, made all the difference.

## Life Saving Evacuation - Medical Emergency

When a corporate traveler was admitted to hospital in Belém, Brazil, diagnosed with thrombosis, she was given a 50 percent mortality rate and had just 24 hours to receive the specialist treatment needed before her critical organs would fail.

The hospital in Belém lacked the necessary equipment and medical specialists to treat the individual, which is where we stepped in. We immediately assembled a team of security, medical and operational personnel; deployed a bilingual security professional locally to aid the translation process; provided security and emotional support; and coordinated movements on the ground.

This enabled an emergency medical air evacuation and within 12 hours the patient had arrived 3,000 km away in São Paulo where she was successfully treated by a specialist capable of the complex surgery.





## The Right Kind Of Care - Life-Threatening Medical Emergency

When a US employee of a global brand traveling on business in Shanghai suffered a life-threatening subarachnoid hemorrhage and was rushed into hospital, our assistance team was contacted by the patient's colleague. We immediately appointed a local in-country agent to provide direct contact with the hospital, gain accurate medical information and translations to facilitate progress of the case.

As the patient had already been admitted to hospital, we assessed the healthcare facilities to ensure that they were suitable. We then arranged for the patient's family to be flown to Shanghai and accommodated, facilitating completion of their insurance claim forms and the employee's work absence forms to ensure they would continue to be paid.

Following recovery and convalescence in Shanghai, we provided **door-to-door assistance** for the whole family to return to the US, putting in place a medical handover to provide continuity of care.

## Ongoing Treatment And Support - Complex Mental Health Case

A US student, undertaking her PhD in the UK, was struggling with underlying mental health issues and contacted our assistance team for help. During the initial assessment, our clinician flagged the case as high priority and arranged immediate counseling, face-to-face psychiatric appointments, and additional support. The case was complex, requiring the coordination of 5 separate health professionals, all arranged via our assistance team. To ensure that the patient had the medications she needed, we also collected and delivered her prescriptions directly to her.

Following treatment, the patient's mental health condition stabilized sufficiently for her to be able to remain in the UK and continue her studies. We continued to support the student during her stay, monitoring her progress and providing additional care and treatment as and when her condition fluctuated.

## Safeguarding Personnel - Security Extraction

When personnel found themselves at the center of a terror attack in Stockholm, Sweden, they placed an emergency call to their Global Security Operations Centre, who immediately contacted us for assistance.

A lone perpetrator in a van hit bystanders before crashing into the wall of our client's office. With gunfire being heard and the security situation fluid, we liaised with the employees directly, coaching them on how to shelter-in-place and barricade the doors until support personnel could reach them.

To ensure the safe extraction of the employees, we arranged a car, driver and close protection officer. The employees were provided with the name, telephone number and photograph of the key close protection officer deployed, as well as a password that the individual would use as an additional identifier on arrival.

All the affected personnel were safely extracted from their office and escorted to safety.

As part of our service, we also offered **professional trauma counseling** and **therapy support** to the individuals concerned.

## Coordinating Multifaceted Medical Support - Expat Dependent

The daughter of a British expat working in China was suffering with symptoms local doctors had attributed to recurrent kidney infections. When symptoms worsened the family contacted us for assistance. Having reviewed the case and liaised with local doctors, our clinicians determined a more serious condition, organizing an MRI scan which revealed a potential tumour.

The patient had been treated at several different hospitals with incompatible technology systems, making sharing medical files impossible.

We collated and encrypted the data, transferred it to the most appropriate medical facility, reviewing the history and ordered further tests.

It was agreed, due to the complexity of her case, that the patient would be flown back to the UK for treatment, which we arranged. We then transferred her to the NHS for long-term posttreatment care.





## Let's Chat

Would you like to know more about **Critical Event Management**? Request a demo at [Everbridge.com](https://Everbridge.com).