



Assistance when it matters most

5 Five real-world cases where receiving the right care at the right time made all the difference

When crises strike, a swift and expert response can make all the difference. From medical evacuations to security extractions, these **Everbridge Assist** cases highlight the value of having a dedicated team of security, medical, and logistics professionals ready to act, ensuring your people receive the care and protection they need when it matters most.

1- Life-saving evacuation for a critical medical emergency

When a corporate traveler was hospitalized in Belém, Brazil with thrombosis, she was given a 50 percent chance of survival and just 24 hours to receive specialist treatment before her critical organs would fail.

The hospital lacked the necessary equipment and specialists, so Everbridge Assist stepped in. Everbridge quickly assembled a team of security, medical, and operational personnel. A bilingual security professional was deployed locally to assist with translation, provide support, and coordinate movements on the ground.

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



2- The right care for a life-threatening medical emergency

When a US employee of a global brand suffered a life-threatening subarachnoid hemorrhage while on business in Shanghai, our assistance team was contacted by their colleague.

We immediately deployed a local agent to liaise with the hospital, obtain accurate medical updates, and provide translations to ensure smooth case management.

After confirming the hospital's facilities were suitable, we arranged for the patient's family to fly to Shanghai and stay nearby. We also assisted with completing insurance claims and work absence forms to ensure the employee's salary continued without interruption.

Following recovery and convalescence in Shanghai, Everbridge 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.



3- Safeguarding personnel with a high-risk 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 Center, who immediately contacted Everbridge Assist.

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, our team 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, our team 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.



4- Ongoing treatment and support for 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.

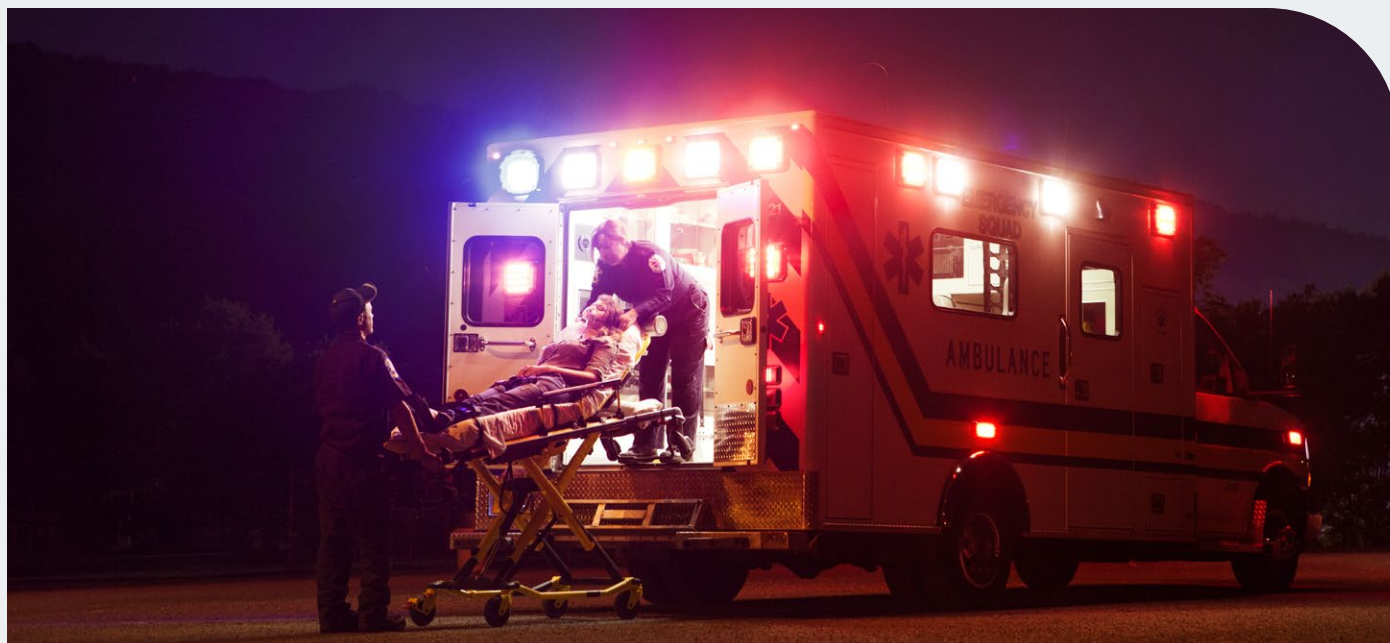
As part of our service, we also offered **professional trauma counseling and therapy support** to the individuals concerned.

5- Coordinating multifaceted support for an 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 Everbridge Assist 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 tumor.

The patient had been treated at several hospitals with incompatible technology, making it impossible to share medical files. Our team collated and encrypted the data, transferring it to the most suitable medical facility, reviewing the history, and ordering further tests.

Due to the complexity of the case, it was agreed 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 care.



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