



Stroke in Shanghai

Providing the right kind of care when it
matters the most



Challenges

A US employee of a global brand traveling on business in Shanghai suffered a potentially life threatening sub-arachnoid haemorrhage and was rushed into hospital. Everbridge Assist was subsequently contacted by the patient's colleague requesting assistance.

Solutions

As the initial communication regarding the patient's condition was unclear, 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.

This also enabled us to provide an immediate guarantee of payment to ensure no delays in treatment were incurred. We quickly established lines of communication with all the relevant parties, including the treating doctors, the client and the patient's family.

We fully appreciate that effective communication is key, not only to ensure we're fully aware of any changes to the patient's condition at the earliest opportunity, but to also facilitate any additional support required as soon as possible.

Everbridge Assist uses a well-established network of healthcare facilities globally. In this case, as the patient had already been admitted to a hospital, and as part of our due diligence process, we were able to assess the healthcare facilities to determine whether they were suitable to meet the patient's treatment needs. Our team had already made provisional plans in advance for ongoing care, including a potential transfer to an alternative facility and provision for medical repatriation, if required.

Following our assessment, the medical facility was deemed capable of providing the necessary surgical expertise and care required for the patient's condition. Additional nursing care and equipment were provided to ensure his day-to-day care needs were being met.

Further, we organized additional neurosurgical expertise to review the patient and confirm the diagnosis and treatment pathway. Through our regular communication with the treating medical team and family, our clinical team were also able to support the patient in ensuring appropriate management of pain relief to ensure his comfort.

We fully understand the enormous stress endured by the family when their loved one is taken ill overseas. Our service encompasses care of the family, including in this case, daily communication to keep them informed of their loved one's condition and treatment, particularly important with any language barriers, and of any logistical aspects of our assistance. Importantly, it also enables us to understand their concerns and needs. As a result, a fundamental part of our assistance for the family was to organize their visas, flights to and accommodation in Shanghai, as well as their transportation to and from the hospital.

The patient and family often worry about the practical and financial implications of being unwell overseas. As part of our assistance, we facilitated the completion of insurance claim forms and absence of leave forms for the family and the patient's employers, in order to provide the necessary supportive information. This ensured they would continue to be paid during their leave of absence.

The Outcome

Following an extended stay in hospital and a subsequent convalescence period in Shanghai, the patient recovered sufficiently for him to be able to safely return to the US.

In this case, although a medical repatriation was no longer required, we provided a door-to-door service for him and his family, ensuring they all arrived home safely.

The patient and family were provided a number of repatriation options and were able to discuss these with our clinical team to determine the most suitable option.

As part of our wraparound service, we made the essential medical referral with our relevant counterparts in the US, to enable an effective medical handover and to provide continuity of care.

Therefore, on his return to the US, we remained in contact with the patient to confirm that the necessary local medical appointments had been made and attended and that an appropriate follow-up medical plan was in place. This medical handover concluded our service and no further assistance was required.

About Everbridge Assist

To operate effectively, every business needs to focus on being more adaptable, more flexible, more resilient. It's not enough to look at any single aspect in isolation. You need to consider how every part of the organization can perform no matter what.

This may mean ensuring your international travellers and expats can work safely and effectively wherever they are in the world. It may involve making sure your facilities are adequately protected against environmental and man-made risks. Or it could mean focusing on increasing the robustness of your entire end-to-end supply chain.



To learn more about Everbridge Assist, go to:
<https://www.everbridge.com/speak-to-an-expert-trm-services/>

Everbridge delivers a business resilience advantage with High Velocity CEM™, powered by Purpose-built AI and decision-ready intelligence to accelerate response, reduce downtime, and protect what matters most.

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