



Case study:

Medical evacuation during a mental health crisis

Location: Middle East

Situation:

A member working as a government contractor in the Middle East faced severe mental health issues that required quick medical evacuation and clinical services. Adding to the situation were difficult domestic challenges happening back home. Given the uncertain nature of the member's emotional state, continued care coordination was a top priority.

Through the UnitedHealthcare Global Emergency Response Center (ERC), a clinical care manager was assigned and immediately began planning the member's return home. Obstacles such as complex international flight booking processes, limited connections due to the pandemic and strict crisis management protocols stood between the member and the care they desperately needed.

Outcome:

- A clinical care manager coordinated multiple connecting international flights and other services necessary to aid in proactively responding to the member's immediate medical needs
- A credentialed air ambulance partner, with logistical expertise and a focus on patient safety, was brought in to help with the medical evacuation
- Despite logistical challenges and border closures, the member was safely evacuated, and escorted the 7,000 miles to home
- Upon arrival, the clinical care manager secured admission to a behavioral health facility so the member could receive support and ongoing care