



Case Study:

Member Support and Air Transport

Location: Atlanta, Georgia to Canada

Duration: March – April 2020

Situation:

An over-the-road Canadian truck driver fell seriously ill with COVID-19 while driving through Atlanta, Georgia. With symptoms complicated by underlying medical conditions, he was admitted to an ICU, placed on a ventilator and considered in critical condition with signs of heart failure.

After two weeks in treatment, he was able to breathe on his own with oxygen. But, due to the severity of his illness, he required rehabilitation. He faced logistical complications that threatened his ability to drive home, requiring an air ambulance transport service.

Compounding the difficulty of his transfer, he needed the requisite COVID documentation for international travel and a new passport as his was expired.

Outcome:

- UnitedHealthcare Global's Emergency Response Center (ERC) team was able to:
 1. Obtain COVID-19 negative documentation
 2. Apply for an emergency passport on his behalf
 3. Arrange for air ambulance transportation back to Canada for admission to a rehabilitation facility to fully recuperate
- Once home, the ERC team followed up with both the rehabilitation facility and the member to ensure that the member received end-to-end care and ongoing support.