



## Case study

# Quality remote care for offshore medical situations



## Location

Gulf of Oman

## Situation

The UnitedHealthcare Global Medical Services team only includes professionals with significant experience in medical management in challenging and remote locations, and many who have military, aviation, maritime and search-and-rescue backgrounds. This non-conventional experience helps empower UnitedHealthcare Global topside doctors with familiarity and pattern recognition for complex cases in global locations.

A team of experienced UnitedHealthcare Global topside doctors are responsible for providing senior medical cover to companies around the world, including a client who delivers security services for shipping vessels in areas with a high piracy risk. The company's vessels do not carry medical professionals, relying solely on staff trained in first-aid for care.

While working on one of the client's vessels in the Gulf of Oman, a man in his fifties endured 10 days of gastroenteritis symptoms. His condition worsened, collapsing during transfer to the main ship. Upon arrival, he showed signs of severe dehydration and kidney failure — a dangerous situation since the vessel had unreliable communications, no medically-trained staff onboard, and was 26 hours away from the nearest medical facility.

## Outcome

- Despite communication challenges, the UnitedHealthcare Global Medical Services topside doctors used their clinical decision-making and risk management experience to remotely assess the patient and advise on immediate treatment, as well as offer watchouts of what could indicate the condition was worsening
- Careful and safe management of the patient was maintained through satellite phone monitoring during the extended evacuation
- Following the evacuation, the patient was safely transferred to definitive medical care on shore where their treatment continued



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