

# Going above and beyond:

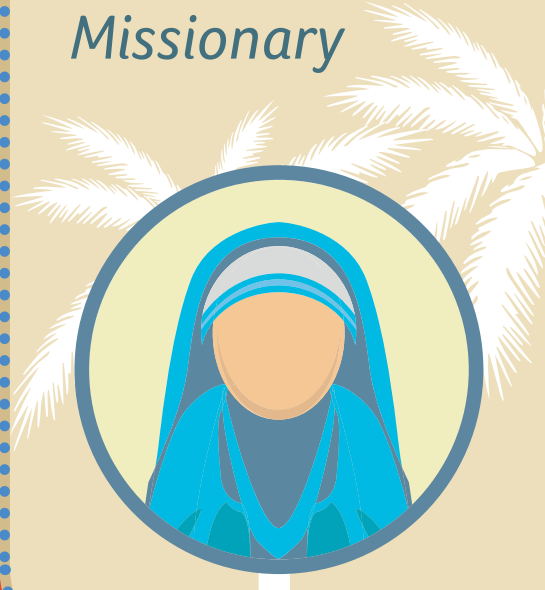
Changed lives through one-to-one global health care support

**Sister Anne\***, a dedicated missionary, travelled to the United States from her home on a remote South Pacific island.

Her mission group provided their missionaries international health benefits through Aetna International.

During her mission, a local doctor became concerned about a skin condition she'd had since her arrival. He decided to do a biopsy. The surprise diagnosis was leprosy.

**Meet Sister Anne**  
Missionary



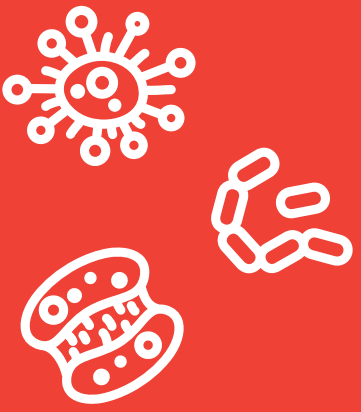
**Home country:** remote island in the South Pacific

**Destination country:** U.S.

**Why:** mission trip

**Diagnosis:** leprosy

## Quick Facts: Leprosy



- A chronic disease that mainly affects the skin, the peripheral nerves, mucosa of the upper respiratory tract, and also the eyes\*\*\*
- It has nearly been eradicated in U.S., but widespread in developing regions
- Leprosy is curable and treatment provided in the early stages averts disability. Untreated, leprosy can cause progressive and permanent damage to the skin, nerves, limbs and eyes

## ! Problem:



Anne found she was not able to tolerate the standard leprosy treatment regimen. Her doctors decided on an alternative treatment plan that required some medication that is not readily available in many parts of the world.



She wanted to return home, but there weren't any providers in the South Pacific who could supply her medication or deliver the first stage of her treatment: a course of thalidomide.



After extensive consultations between one of our clinicians, James\* and various medical professionals, it was decided that she should remain in the U.S. until her thalidomide treatment was complete.

## 💡 Solution:

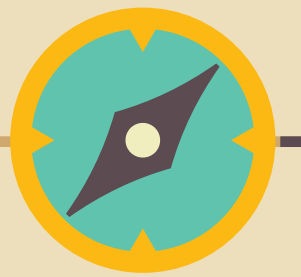


Aetna clinician James\* worked with Sister Anne's mission group and the appropriate authorities to get the approval needed to extend her stay in the U.S.



Anne returned home and James was able to coordinate directly with Aetna's contracted suppliers, who ship outside the United States, to fulfil Sister Anne's follow-up treatment of 5 over-the-counter medications and 13 prescription medications. This included arranging for one medication to be shipped to Sister Anne's home country from Switzerland.

## JOURNEY MAP



**6 months** (Jun- Dec 2015) Sister Anne had to stay in the U.S. for 6 months to complete her thalidomide treatment

**6 weeks** working with the contracted pharmacy suppliers, getting the prescriptions, communicating with the case manager and the pharmacy to ensure that the medications would be shipped to Sister Anne

**18 medications**

- 13 prescription
- 5 over the counter
- 11 medications shipped internationally from various sources

**25 emails** and numerous telephone calls over a 3.5 month period to resolve ordering and delivering the medications

Learn more by visiting <https://www.aetnainternational.com/en/about-us/explore.html>

## Above and beyond

Sister Anne has reported that she is managing her conditions quite well from home. She credits the convenient access to medications, as well as the follow-up consultations and care she receives from James and her health care providers in the United States.

*"We are there for our members before, during and after their trip," says Stella George, Aetna International's Head of Americas Care Management.*

*"It's in our job description to go above and beyond to get our members the right care, at the right place and time, so they can thrive."*



**Individuals and families:** Get a quote to protect the health and well-being of you and your family as you live and travel abroad.  
**Employers:** Find a custom international private medical insurance solution for your employees.

\*Names have been changed to protect the privacy of our staff and members.

\*\*Source: <http://www.who.int/mediacentre/factsheets/fs101/en/>