



Case study:

Life-saving rapid
medical evacuation,
long-term care
and supported
repatriation

The CARE team

Make the most of
Aetna International's Care and
Response Excellence (CARE) team





One-to-one support after one expat's stroke in Antigua

An emergency evacuation is often just the start of a long road to recovery. From the emergency response to ongoing care coordination, every step must be managed quickly and efficiently with patient health and family well-being a priority, every step of the way. It is therefore essential to have a team who can mobilise rapidly to get you the care you need – on call, in the moment, round-the-clock.

It is also important to ensure you have a dedicated clinical nurse and team who can help you recover and get home again afterwards.

We know that everyone's health and medical needs are complex and different. That's why our Care and Response Excellence (CARE) team coordinates all the clinical and logistical aspects of emergency medical evacuations as well as helping to ensure the treatment and recovery pathway is right for you. The team find the best specialists and facilities to meet your needs, keep your family informed and help to arrange medically supported repatriation.

At Aetna International, we believe in being there, no matter what.

Ongoing expert support

Through the CARE team, we not only support you today, but we help prepare you for tomorrow through our continuous, proactive approach to care management.

Treatment

- Medical support through the entire health episode – diagnosis to recovery
- Day-to-day condition management provided by a team of caring, knowledgeable clinical experts

Expertise

- Support making informed decisions about treatment
- Answering all your questions about conditions, medication and treatment pathways
- Help finding doctors, specialists and medical centres of excellence

Organisation

- Help making an appointment, providing pre-certification, coordinating follow ups and pharmacy refills
- Connecting the dots between you, doctors, specialists, facilities and Aetna International

Ongoing support

- As well as helping members heal when they're unwell, we take a preventative approach to health, helping people achieve their health goals.

How do I access the CARE team?

Call the number on the back of your member ID card or login to the [Health Hub](#)



Evacuation and rehabilitation support

Coordinated
care and support
for Indian expat
in Antigua



This is the story of Kumar*, an Indian national living in Antigua who suffered a life-threatening stroke. The severity of the episode also pointed to an immediate need for lengthy, specialist rehabilitation unavailable in Antigua.

Read Kumar's story to find out how we help our members recover from an emergency any time, anywhere.

* Name changed to protect
the identity of our member

Stroke

Kumar and his family relocated to Antigua for work, when, in August 2018, he suffered a stroke. He required urgent treatment and was rushed to a nearby hospital.

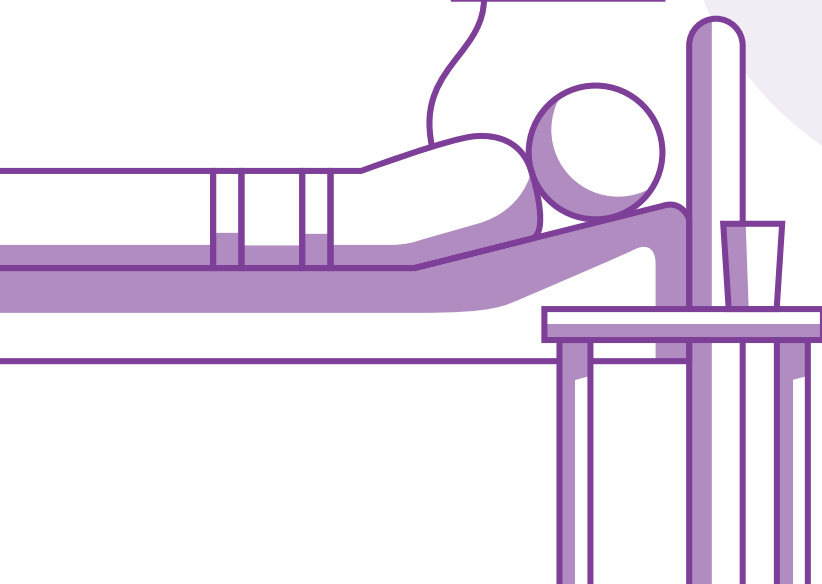
Kumar's stroke left him severely weakened down the right-hand side of his body, and without the ability to speak or swallow. After a few days in hospital, the doctor told his family that he would require further urgent treatment followed by an extended period of rehabilitation.

Through their international private medical insurance (IPMI), Kumar's wife was immediately able to contact Aetna International's CARE team and request emergency medical support.



Meet Shamsa

- Member of the CARE team
- Trained in motivational interviewing techniques and cultural sensitivity
- Aetna International registered nurse case manager since 2013
- Provides one-to-one nurse-led support for members
- Helps members make informed decisions about their care
- Manages members' acute and chronic conditions.



Urgent treatment, lengthy rehab

Kumar's case was picked up by Shamsa and she became the family's primary point of contact. A clinical case manager with many years of diverse care experience, including surgical expertise Shamsa also speaks four languages fluently: Hindi, Urdu, Punjabi and Arabic.

Shamsa spoke with Kumar's treating doctor to understand the nature of his condition. She agreed with the doctor – Kumar would require further urgent treatment and lengthy rehabilitation – so set to work finding the best care solutions. She quickly discovered that there weren't any facilities in Antigua that could offer the level of care that Kumar needed and they would need to look further afield.



Evacuation to America

Shamsa liaised with Kumar's family (his wife in Antigua, a daughter in the UK and another daughter in Germany) and the U.S. legal authorities to arrange the logistics.

This meant organising U.S. visas and travel itineraries as well as evacuating Kumar and his family to the closest centre of medical excellence – in Florida some 1,400 miles away. Time was a factor but Shamsa was able to make all the necessary arrangements within just two days.

The family hadn't been in Antigua long so were uncertain how to navigate its health care system. Of U.S. health care they knew even less. Shamsa was therefore able to reassure them and answer their many questions and address any concerns they might have – round the clock.

Shamsa was able to reassure Kumar's family and answer their many questions and address any concerns they might have – round the clock //



Once his initial treatment was complete and successful, Shamsa arranged the hospital discharge paperwork and Kumar was transferred to the U.S. rehab facility //



While Kumar's condition was being stabilised in the hospital, Kumar's family expressed a wish to return to India as quickly as possible, so they would be at home while Kumar received lengthy rehabilitation support.

The treating doctor in the U.S., Shamsa and Kumar's family agreed upon a course of action. The plan was to transition Kumar from the hospital to rehab in the U.S. where he could receive rehab support prior to being signed off as fit to fly for transfer to rehab in India.

Shamsa arranged the hospital discharge paperwork and Kumar was transferred to the U.S. rehab facility. Shamsa helped his wife find accommodation nearby.

Complications

During rehab, Kumar suffered significant further medical episodes and complications and he was readmitted to hospital for treatment which lasted 50 days. Finally, he reached a level of health where his condition was no longer critical and doctors agreed he could be discharged.

It was a nerve-wracking time for the family, especially as, like most people, they were unfamiliar with the workings of international private medical insurance (iPMI). With Shamsa always at the end of the phone or email she was able to talk to the family, explain technical terminology and walk through new processes.

Kumar was discharged but remained very weak and rather than risking exposure to infections in a hospital environment, it was agreed that he should be transferred to a specialist nursing facility.

Rehab revisited

The next task was to locate a quality rehab facility that could cater to Kumar's complex and demanding medical needs. Shamsa contacted 20 specialist facilities, but none would agree to take Kumar. Eventually, she found a skilled nursing facility within our network that could accept and effectively look after him.

And so Kumar took up residence in the facility where he received the rehab treatment he needed as well as recovering from several infections he had picked up during his stay in hospital. Throughout his ordeal, Shamsa helped the family with everything from finding accommodation close to the hospital and facilities to arranging visa extensions for everyone.



care throughout his journey and he and his family arrived home in India in a stable condition. Once at home, the family arranged ongoing rehabilitation so Kumar could take his time to recover in the comfort of his own home.

It had taken more than 200 emails, 50 phone calls between medical experts and daily calls with the family, but Kumar was finally and firmly on the road to recovery.

Fit to fly

Two weeks later, Kumar was pronounced fit to fly. Shamsa arranged his transport home to India via commercial airliner with the support of medical

How to request emergency medical assistance

This is just one of many stories that show how our members benefit from the expertise and ongoing support of the Aetna International CARE team.

In the event of a medical emergency (prescription refill, illness or accident), contact the CARE team by calling the number on the back of your membership card.

For more information about the CARE team and the other benefits and services available through your plan, [log in to \(or register for\) the Health Hub](#).

Are you an employer?

[Find out more about how Aetna International's CARE team](#) can help you support your international employees and help to keep them healthy, happy, safe and productive.

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