



ZURICH®

HelpPoint delivers in a medical crisis

Meningitis travel emergency in Greece

While in Greece on the island of Ios, a young man suddenly fell ill with a fever, nausea and vomiting. Confusion, drowsiness and stupor followed, as well as loss of vision. Symptoms became even more dramatic as he experienced seizures. A local physician immediately recommended emergency evacuation.

The patient's family contacted Zurich Travel Assist® on the patient's behalf and asked for help under their Zurich Business Travel Accident insurance policy.

Zurich Travel Assist® arranged to have the patient immediately transferred to the nearby island of Santorini. Even there, because of the complexity and severity of his symptoms, they could not accurately diagnose him.

Zurich Travel Assist® again organized and arranged for medical evacuation with a supporting medical escort to a major international hospital in the Greek capital of Athens, where he was admitted to the intensive care unit. At the time of admission, he was unconscious and bleeding through his nose and mouth – the prognosis was poor, and his life was in danger. The young man was diagnosed with Meningitis due to infection and was placed on intensive support for all major organs, including daily blood transfusions and dialysis. He remained in critical condition for several weeks. From June 2 to July 11, the Zurich Travel Assist® team monitored the patient's medical condition and kept daily and direct communication with doctors through the help of our International Assistance Group (IAG) partners in Greece, Athens Assistance.

Ongoing support was also being provided for the patient's mother, who flew to his bedside in Greece. Zurich Travel Assist® helped her with accommodation arrangements, answered coverage questions and provided emotional support.

Medical charges mounted fast. During the hospitalization, Zurich Travel Assist® coordinated billing and re-pricing of the extremely high hospital costs to optimize savings.

In spite of the severity of his condition and a number of medical complications that developed, the patient began to recover. He received excellent care at this internationally-renowned medical facility and ultimately won the battle for his life.

After recovering in the hospital for six weeks, the patient was ready to return home. Zurich Travel Assist® arranged a return for the patient and his mother by commercial airline, with a local registered nurse as medical escort, provided by our IAG partner. Ground ambulance was also arranged on both ends of the trip, as the man needed to be further evaluated at a local hospital before being released to go home.

Upon returning home, Zurich Travel Assist® followed up with the patient's mother. She was extremely grateful for the quality of service. Reluctantly, though, she had one more request. While in the ambulance, they had left a gift bag in the back seat and asked if it was possible to locate it. Zurich Travel Assist® found the lost article for her the next day.

The costs for the medical services, excluding repatriation costs and the bedside companion benefits, were more than \$510,000. Through our global network of preferred providers, Zurich negotiated a 41 percent discount and reduced the total cost to just over \$300,000.

Zurich is here to help *your* world.

The case study described above is based on an actual situation, but information has been changed to protect confidentiality and highlight potential risks.

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