



IN ACTION

# Medical Services Case Studies

While our hope is for a safe trip, a medical need can occur even when you're halfway around the world. This resource guide includes case studies highlighting the most common medical issues that arise while traveling and how Global Guardian's team can step in to provide comprehensive support to travelers in need of emergency and non-emergency medical assistance.

# World-Class Medical Support

Our team provides a comprehensive suite of medical consultancy services to members from around the world. If you or a member employee find yourselves requiring medical consultancy services while traveling, you can call Global Guardian. Global Guardian's Operations Center can be reached 24/7/365. Once a call is received from a member, the Operations Center will triage the issue and if necessary, connect you with our U.S. based physicians. With just one phone call, you have immediate access to best-in-class medical consultancy services.

In the event of an emergency, please contact  
Global Guardian's 24/7 Operations Center:

+1-703-566-9463

operationscenter@globalguardian.com

## SERVICES INCLUDED WITH DUTY OF CARE MEMBERSHIP

### Emergency Prescription Assistance

Global Guardian will attempt to replace verified prescriptions, though it is not guaranteed that a prescription will be written. Any fees associated with transfer or delivery of prescription are the responsibility of the Member.

### Guarantee of Payment

Global Guardian will provide advance emergency funds within a reasonable timeframe to a Member upon receipt of a Satisfactory Guarantee of Payment by the Member.

### Real-Time Emergency Medical Consultation

Global Guardian will provide Members with 24/7 physician access via phone or video call with no appointment necessary for emergency situations. Physicians will provide clinical assessments and assist in identifying the appropriate level of care in the immediate geography of the Member. If an evacuation is deemed necessary, emergency medical evacuation services are available.

### Emergency Message Relay

Global Guardian will attempt to transmit an urgent message for a Member to the Member's family, friends and/or business associates.

### Travel and Medical Trip Intelligence

At the request of Members, Global Guardian will provide up-to-date information regarding required vaccinations, health risks, travel restrictions and advice and weather conditions for global destinations worldwide.

### International Hospital Referrals

Global Guardian will provide vetted hospital recommendations at the request of Members.

### Health Insurance Integration

Global Guardian will integrate, to the extent possible, into existing corporate health insurance policies to act as the 'emergency responder' for certain medical emergencies. Global Guardian will also work with the health insurance provider in real time to determine if air medical evacuations are approved for reimbursement prior to execution.

## MEDICAL LEADERS



**Shelly Weisenfeld, M.D., M.P.H.**  
Medical Director

- ▶ Over 25 years of experience in emergency medicine in both community and academic institutions
- ▶ Medical Degree from University of Alabama School of Medicine and Master's in Public Health from San Diego State University
- ▶ Extensive world travel, including Africa, Austria, Caribbean, Czech Republic, France, Germany, Italy, Mexico, Netherlands, Peru, Poland, South America, Spain, Sweden, Switzerland



**Christopher N. White, M.D., M.S.**  
Assistant Medical Director

- ▶ ABEM Board Certification in Emergency Medicine
- ▶ Medical Degree from Mercer University School of Medicine and Master's of Science in Biology from University of West Georgia
- ▶ Chief Resident - Emergency Medicine Residency
- ▶ Eglin Air Force Base - 96th MDG/SGOE/ Emergency Medical Services

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# Pre-Trip Medical Resources

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# Effectively Prepared Duty of Care Client for Business Travel to Africa

**INCIDENT:** Duty of Care client traveling from the UK to Africa requested medical guidance to prepare for extended trip

**LOCATION:** Africa

**SERVICE:** Travel and Medical Intelligence

## **SITUATION:**

A Duty of Care client with an upcoming trip to a country in Africa called into Global Guardian's 24/7 Operations Center asking for assistance from the medical team to adequately prepare for any unforeseen circumstances. The client had various questions related to vaccines required for entrance, the need for malaria medication, and general questions about medical risks in the area.

## **RESPONSE:**

Upon receiving the request, the agent in our 24/7 Operations Center directed the client to review the travel safety and health-related information within Global Guardian's mobile app to understand the medical risks of the country. The agent also immediately began coordinating with Global Guardian's team of board-certified physicians to prepare a medical briefing customized to the client's specific questions about his destination.

In preparing the briefing, Global Guardian's medical and operations teams reviewed the medical risks of the area that could potentially impact the client's safety. The country is at a high health risk due to poor medical facilities and resources, especially in rural areas, where the client would be staying for part of the trip. This prompted the team to supply the client with details about the most adequate medical facilities closest to the client's location in country, as well as protocols for contacting Global Guardian should a medical need arise.

The report also included the following information to prepare for the trip:

- ▶ Required and recommended site-specific vaccinations, including determining if the client's tetanus shot was up to date
- ▶ Determining the necessity of anti-malarial medication
- ▶ Guidance for a portable first aid kit to include bandages, antiseptic, etc
- ▶ Recommended supply of the client's prescription (in original bottles) to bring, including extra doses and how to store

The team also advised the client to include their immunization card within their passport, and store additional copies of both the immunization card and passport in their luggage should the originals get lost.

Thanks to Global Guardian's operations and medical teams, the client departed confidently for their trip with the appropriate knowledge needed should a medical incident occur while in Africa.



# Hospital Referrals and Medical Translation

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# Successfully Assisted Client in the Hospital with Medical Translation Services

**INCIDENT:** A Duty of Care client suffering from chest pain while traveling required medical translation and consultation services in the hospital

**LOCATION:** Portugal

**SERVICE:** Medical Translation, Medical Consultation

## SITUATION:

While traveling with their family in Portugal, a Duty of Care client began experiencing chest pain. Upon presentation at the nearest hospital, the client and their family had trouble communicating with onsite physicians in Portuguese and could not understand the diagnosis or plan for treatment.

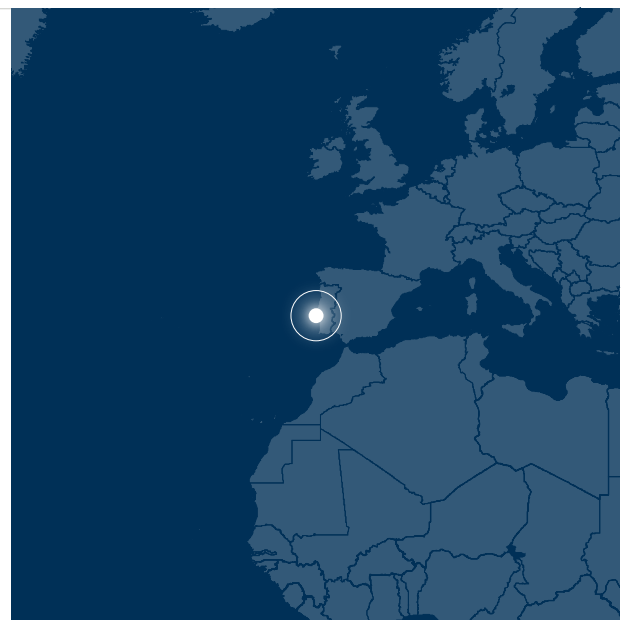
The client called into Global Guardian's 24/7 Operations Center for assistance in communicating with the onsite physicians.

## RESPONSE:

As soon as the call came into our 24/7 Operations Center, permission (per HIPPA requirement) for transfer of hospital records was requested and obtained.

While waiting to receive the hospital records, our agent contacted Global Guardian's vetted translation partners to ensure they were on standby to assist with written, as well as verbal, translation services. Once the hospital records were obtained, they were translated into English, allowing Global Guardian's medical team to review and assist in coordinating care. A translator in the area was also dispatched to the hospital.

Upon reviewing the translated records, one of our board-certified physicians arranged to speak with the onsite physician via the translator to allow for effective consultation with the client and their family. This collaboration allowed for Global Guardian's physician to mediate between the hospital team and the client's family, ensuring all necessary information about the diagnosis and the plan of care was understood.





# Prescription Assistance

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# Delivered Important Medication to a Duty of Care Client While Traveling for Business

**INCIDENT:** A Duty of Care client who overlooked bringing their hypertension medication on a business trip required assistance in filling the prescription

**LOCATION:** Israel

**SERVICE:** Emergency Prescription Assistance

## SITUATION:

At the start of a business trip in Israel, a Duty of Care client realized they had left their hypertension medication at home and immediately called Global Guardian's 24/7 Operations Center using their mobile application to assist in acquiring the necessary medication.

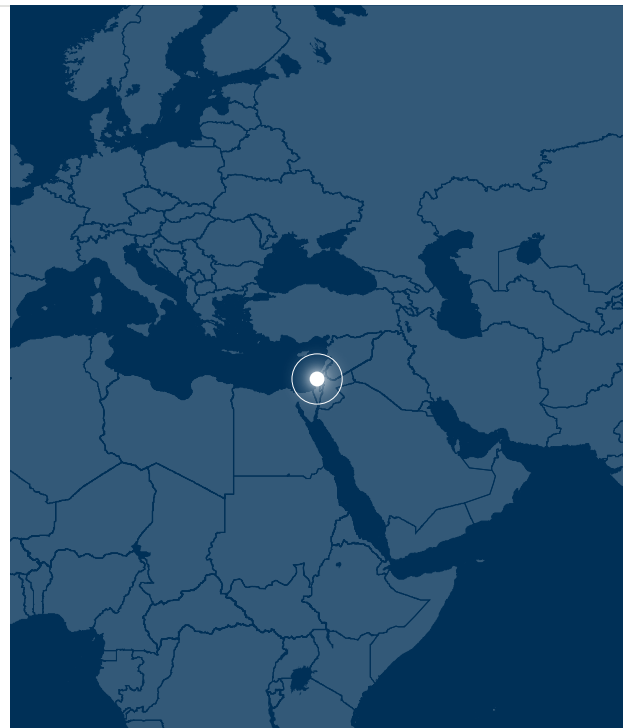
## RESPONSE:

Upon answering the client's call, an agent in Global Guardian's 24/7 Operations Center confirmed all the necessary information the team needed to assist with the request, including information about the client's home pharmacy in the United States.

Working with a board-certified physician on Global Guardian's medical team, the agent reached out to verify the prescription at the home pharmacy and researched local pharmacies near the client's hotel where the medication could be obtained quickly. Since the client was in a region that allowed for a foreign-based physician to facilitate the transfer of the prescription, Global Guardian's medical team was able to seamlessly transfer the prescription to the local pharmacy in Israel.

While the prescription was being filled, our agent coordinated with Global Guardian's security team on the ground for a local agent to obtain the medication and transport it to where the client was located.

As a result of the quick action by Global Guardian's 24/7 Operations Center and medical team, the client received the medication they needed within five hours of their initial call—and without disruption to their trip.





24/7 Physician Support  
and Telemedicine

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# Stepped in to Provide Life-Saving Solutions to Clients in India Amid Second Wave of Covid

**INCIDENT:** A deadly second wave of the COVID-19 pandemic raged through India, leaving employees stranded without proper medical care and resources

**LOCATION:** India Nationwide, including Mumbai, Delhi, Bangalore, Chennai

**SERVICE:** Emergency Aviation, Emergency Response, Telemedicine, Prescription & Food Delivery

**SITUATION:**

Between the end of March 2021 and June 2021, India saw exponential growth in daily new cases and deaths due to COVID-19 and a more deadly variant of the disease. While hundreds of thousands of cases were being reported across the country every day, the numbers of deaths and infections were believed to be significantly higher.

As a result, the public healthcare system was stressed at an unprecedented level. Hospitals ran out of beds and life-saving oxygen, vaccines were in short supply, and India went into a lockdown. As the health crisis continued to rage and countries across the globe imposed travel restrictions from India, employers were left with little to no resources to effectively support their teams on the ground.

**RESPONSE:**

Upon receiving multiple requests from clients and other corporations with COVID-positive employees in India, the Global Guardian team quickly stepped in to support with around-the-clock and on-the-ground resources and solutions.

With a substantial presence and assets already in place in India, the team relied on setting up systems and structure utilizing those resources, including locally sourcing and manufacturing oxygen concentrators. Over 1500 oxygen concentrators were delivered to clients and their employees where they resided in isolation, keeping them away from the stressed hospital system. Additionally, hundreds of deliveries of groceries and other supplies, including prescriptions and over-the-counter medicines, were executed with Global Guardian's on-the-ground partners.

To provide additional resources to clients and their employees struggling to access effective care, Global Guardian offered rapid tests in every major city in India with one of the largest COVID-19 testing labs in the world, Abbott Laboratories. In 48 hours, Global Guardian also set up a medical hotline to serve clients with current information and advice, staffed with 25 Indian doctors specializing in pulmonary and respiratory diseases based in India who spoke the country's many languages, were able to write prescriptions and provide medicines, and were knowledgeable about the status of local hospitals, bureaucracy and medical supply chains.

Finally, when the need arose to move people who were sick, Global Guardian effectively provided emergency medical and security transportation for two clients to undisclosed locations outside of the country, despite international travel restrictions.

While this remains an ongoing crisis, Global Guardian's quick activation of on-the-ground teams and resources was critical to saving lives and providing 24/7 support to clients in need.

# Provided Medical Assistance to a Business Executive Who Had Fallen Ill While Traveling

**INCIDENT:** While on a business trip in Japan, a Duty of Care client began experiencing upper respiratory symptoms, requiring medical attention

**LOCATION:** Japan

**SERVICE:** Medical Consultation, Physician Assistance

## SITUATION:

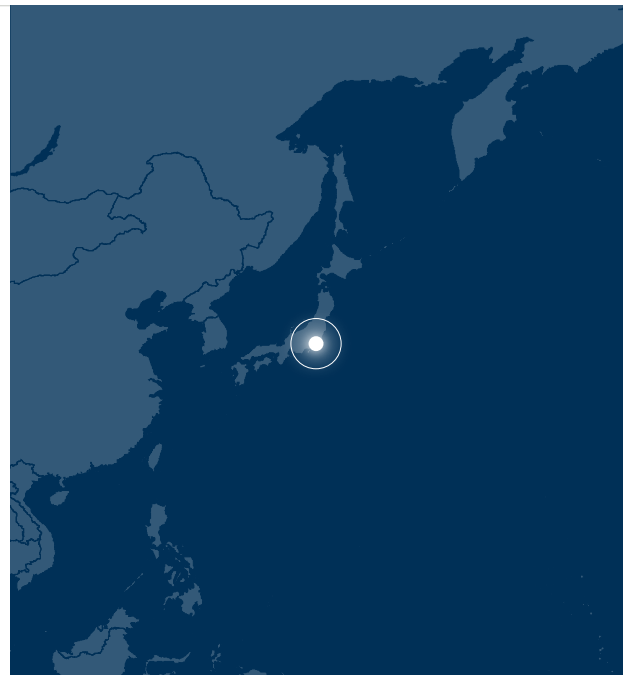
A Duty of Care client traveling in Japan for business began suffering from fever and an upper respiratory illness that worsened throughout the day. While resting in their hotel room at night, the client decided to seek medical attention, but had no knowledge of the immediate medical resources in the area. The client used Global Guardian's mobile application to contact the 24/7 Operations Center for assistance.

## RESPONSE:

Upon receiving the call, an agent in the 24/7 Operations Center immediately connected with a board-certified physician on Global Guardian's medical team to triage the client's symptoms and determine the best course of action. To keep the client as comfortable as possible, the team decided to bring in a local medical provider to the client's hotel to address their concerns and prescribe any needful medications.

Leveraging the knowledge and resources of the local security team on the ground in Japan, Global Guardian was able to locate a physician available within an hour for an in-person consultation. During the coordination, the agent in Global Guardian's 24/7 Operations Center was in constant communication with the client to keep them informed.

After receiving care, the client was diagnosed with early pneumonia and prescribed the appropriate antibiotics and medications to treat their symptoms, allowing them to travel safely home days later. Thanks to the coordinated efforts of Global Guardian's 24/7 Operations Center, medical team, and on-the-ground response team, the client was able to receive the care they required despite being far away from home.





# Medical Evacuations

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# Brought Traveler with Broken Hip in Indonesia Home to Receive Care

**INCIDENT:** Client with broken hip needed to be evacuated from Indonesia

**LOCATION:** Bali, Indonesia

**SERVICE:** Medical Evacuation

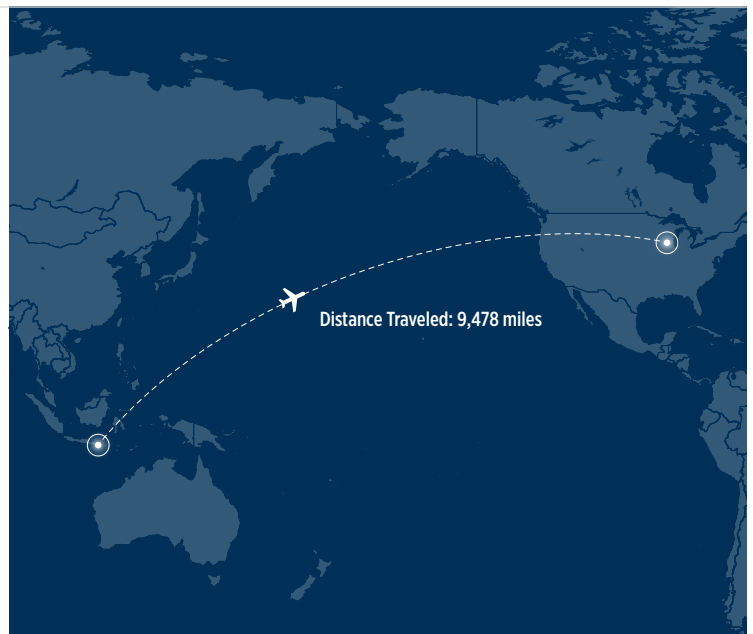
**SITUATION:**

While on an organized trip to Thailand, a client decided to embark on a solo trip to visit Bali. While sightseeing in an outdoor market, the client tripped on uneven pavement and broke their hip. A local ambulance transported the client to an Indonesian hospital, where it was determined that they would require surgery. The client contacted Global Guardian's 24/7 Operations Center for medical transportation back home to have the procedure.

**RESPONSE:**

After receiving the call from the client, Global Guardian's team immediately began arranging for transportation out of Bali to the Mayo Clinic in Rochester, Minnesota. Prior to departure, our medical team reviewed the client's hospital records with their permission to ensure that they were in a stable condition to complete the journey. With door-to-door service, the client was transported by ground to the airport and boarded a specially equipped private charter for the 26-and-a-half-hour trip from Bali to Minnesota.

Thanks to Global Guardian's team and vetted aviation partners, the client was successfully transported to the Mayo Clinic where they received the required surgery. Since the client also had an Air Ambulance membership, they were not impacted financially for this evacuation.



# Medevaced Wounded Traveler from Brazil to Receive Care at Home

**INCIDENT:** Client shattered their kneecap while hiking in Brazilian back country

**LOCATION:** Anápolis, Brazil

**SERVICE:** Medical Evacuation

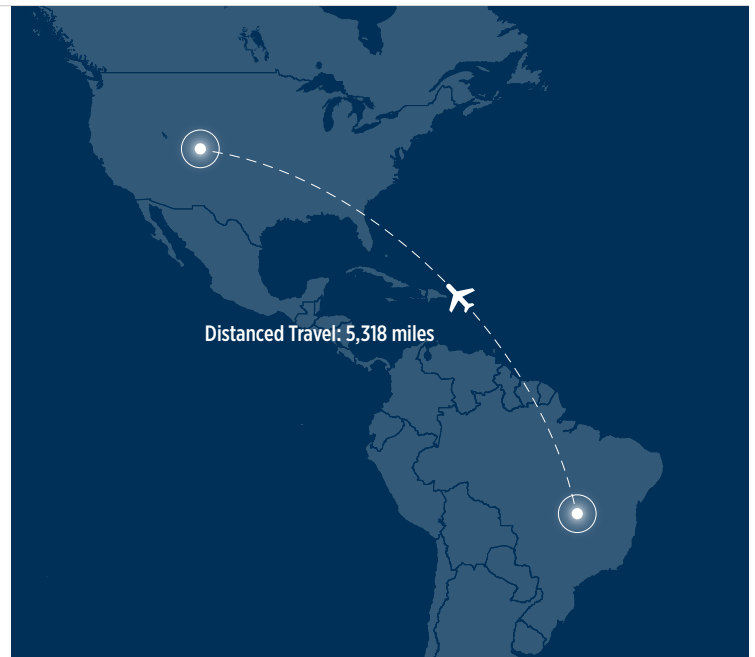
**SITUATION:**

A client slipped and shattered their kneecap while traveling in a remote region of Brazil. Adding to the severity of the situation, the client had suffered a heart attack three years earlier. Because of the language barrier, the client was having trouble communicating with doctors about the danger of taking the wrong medicine and the plan of care, so the client contacted Global Guardian for medical support.

**RESPONSE:**

Upon receiving the call from the client, Global Guardian's 24/7 Operations Center immediately consulted the medical team to determine a plan of action, one that would provide the client with the best care possible. It was determined that the injured client was in a stable enough condition to be brought home to receive care, so the team began arranging for a medical evacuation.

Within six hours of the first contact, Global Guardian had obtained the necessary visas, clearances, and permits in order to dispatch a specially equipped charter jet and accompanying medical staff. Working with its vetted aviation partner, Global Guardian transported the client back to their local hospital in Boulder Colorado, where they underwent successful surgery and a comfortable recovery at home. Because the client was an Air Ambulance member, they were not impacted financially for this transportation.



# Safely Evacuated Critically Ill COVID-19 Patient From the Democratic Republic of Congo

**INCIDENT:** Critically ill COVID-19 patient in the DRC needing a higher level of medical care required emergency evacuation after previous provider's failed attempt

**LOCATION:** Democratic Republic of Congo to Turkey

**SERVICE:** Medical Evacuation, Emergency Aviation, Emergency Response

**SITUATION:**

In July 2021, as COVID-19 and the Delta variant surged across the world, especially in underdeveloped countries, the Global Guardian team was contacted by the family of a critically ill COVID-19 patient located in the Democratic Republic of Congo (DRC).

As one of the poorest countries in the world, medical supplies, trained personnel, and emergency services are very limited in urban cities and non-existent in other areas of the DRC, and most hospital facilities in the region are not equipped to provide basic care, falling far below international standards. Hospitals were unable to provide adequate care to COVID-19 patients as cases were rising in July 2021.

Along with the poor state of medical facilities, the patient suffered from pre-existing conditions which further complicated their recovery. In order to receive the high level of care the critically ill patient required, they needed to be medically evacuated from the area to a hospital with necessary resources and medical staff.

After an evacuation attempt by another provider failed, the Global Guardian team stepped in to navigate multiple security and travel complications and execute the life-saving medical transportation of the patient and subsequent travel for family members.





## MEDICAL EVACUATIONS

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### RESPONSE:

Upon receiving the urgent request, Global Guardian immediately began coordinating the complex emergency evacuation to ensure the patient was transported safely to another hospital location with the resources needed to receive critical care.

While Global Guardian's medical professionals carefully reviewed the patient's medical records and condition in preparation for travel, the team made arrangements with a hospital in Turkey that was able to accept and provide care for the patient. In order to safely transport the patient to the hospital location, Global Guardian arranged for a specially equipped private charter, outfitted with necessary medical supplies, including oxygen, cardiac monitoring and resuscitation equipment, and medications, as well as medical staff, to fly from Ireland into the DRC, and on to Turkey.

To ensure a seamless journey for the patient, the Global Guardian team had to navigate multiple challenges presented during the coordination process, including:

- ▶ COVID Travel Restrictions: The flight itinerary had to be adjusted and the team had to obtain special overflight permits to line up the necessary approvals and avoid conflict zones for the journey.
- ▶ Security Issues: The DRC suffers from high crime rates and political unrest and instability, so out of an abundance of caution, armed ground transportation needed to be arranged for the patient from the hospital to the airport, as well as for the other family members traveling.
- ▶ Other Regulations: The team had to leverage existing relationships with local government contacts to coordinate overflight and landing permits for the private charter's journey.

Once the charter arrived in the DRC, and the patient was safely and securely aboard the aircraft, they began the 11-hour journey from the DRC to Turkey, where ground transportation was waiting to bring the patient to the hospital.

In addition to the patient's medical transportation, the team also worked under a tight timeline to arrange a separate private charter for the patient's family members, including the swift coordination of required electronic visas and travel documentation, so they were able to make it out of the DRC on a connecting flight, and travel on to Turkey. Once there, Global Guardian arranged for an expedited clearance through customs and security.

Throughout the entirety of the complicated mission, Global Guardian's highest priorities were keeping the patient comfortable and maintaining constant communication with all parties involved, including the patient's family. Multiple teams contributed to the mission execution over a 72-hour period, including Global Guardian's experienced medical professionals, intelligence analysts, special operations leaders, and emergency aviation professionals, as well as vetted aviation partners and network of local ground teams. Thanks to this coordinated effort, the team planned and executed a complex emergency evacuation, bringing the patient successfully to life-saving care.

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