

ASSISTANCE CASE STUDY

Otitis in Ottawa

Brent*, Alicia, and their two-year-old daughter, Alyssa, traveled to Ottawa, Canada, to visit family. Before long, Alyssa became cranky and started rubbing her ear. She was also running a temperature. Not knowing where else to turn, Brent called Assist America for help.

Our medical coordinators referred the young family to a nearby pediatrician, who determined Alyssa was suffering from a strep infection that had spread to her middle ear. He drained her ear and prescribed strong eardrops. We followed up several times in the next few days, and were happy to hear that Alyssa was improving rapidly. Brent and Alicia were able to enjoy the rest of their stay in Canada with a healthy, happy daughter thanks to Assist America!

*Name changed for privacy

Member's Comment

"The representative I spoke with went out of his way to inform us, give us options, and help us make a decision. He calmed and reassured us during a difficult time. We were out of the country with a medical emergency for our child. We felt helpless and had no idea what to do. After we called we knew exactly what to do and how to do it. What a comfort. Thank you so much."

Assist America has no exclusions for pre-existing conditions, geographic risk, adventure sports, alcohol-related incidents or suicide, and has no financial caps or limits. A single phone call to our medically-certified, multilingual Operations Center puts our resources in motion on behalf of any member, whether they are traveling on business or pleasure. For more information, visit www.assistamerica.com.

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