

ASSISTANCE CASE STUDY



Sepsis in San Francisco

Although his elbow was badly injured from a fall on the stairs a week prior, Lloyd* insisted on going through with travel plans to visit his daughter in San Francisco. Only a day after arriving, his elbow became excruciatingly painful and he developed a high fever. He was admitted to a nearby hospital under suspicion that his wound had become infected. His daughter called Assist America.

Our medical personnel quickly contacted Lloyd's treating doctors, and learned that his condition was very serious: he was infected with necrotizing fasciitis, commonly referred to as flesh eating bacteria, and his entire body was septic. He was receiving the very best of care, but unfortunately his condition was beyond help. He quickly deteriorated, and, sadly, passed away the following evening.

We quietly and efficiently handled the return of Lloyd's remains to a funeral parlor in his hometown. Lloyd's family was thankful that Assist America was there to smooth the way during such a stressful and difficult time.

*Name changed for privacy

Member's Comment

"The follow up from all of the different staff members I dealt with was very timely and they were very kind during such a difficult time for me and my family."

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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