

ASSISTANCE CASE STUDY



Sinus Infection in San Jose

Dale*, a die-hard ice hockey fan, traveled to San Jose, California, to meet a friend and watch the Sharks battle with the Columbus Blue Jackets. He felt like he was catching a cold, but the center-ice seats were too good to pass up. The evening's excitement kept Dale going, but by the time he awoke the next day, he had a headache, sore throat and cough accompanied by chest pressure. Afraid that the chest tightness could be something serious, Dale called Assist America for help.

Our medical coordinators referred him to a nearby doctor for evaluation. Dale was diagnosed with an acute sinus infection and prescribed an antibiotic and decongestant. After taking one more night in town to rest, Dale returned home to finish his convalescence. Because of Assist America's timely intervention in an unfamiliar locale, he was able to go back to work within two days. Another happy ending thanks to Assist America!

*Name changed for privacy

Member's Comment

"I was very satisfied. They helped me ask all the right questions to get the answers I needed."

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.

W010909

assist america®