



Crisis24 Delivered Extensive Medical Case Management, From Emergency Transfer to Repatriation for Ongoing Treatment.

Global maritime organization

Situational Analysis

A dock worker in Murmansk, Russia suffered from a heart attack. The worker had known comorbidities such as diabetes and hypertension, and medical facilities in the local area were not able to provide the right level of care. As soon as Crisis24 received the call, options for tertiary transfer were examined. We immediately reached out to our ready-to-deploy medical assistance network, formulated a plan, and put it into action.



Crisis24 in Action

First Steps to Ensure Medical Assessment

The patient was taken to the local medical center by local emergency services and stabilized. Once there, the Crisis24 medical team confirmed through the treating doctor that the facility did not have sufficient medical capability to look after the patient's needs and that he would need to be transferred to a center of medical excellence in close proximity. St Petersburg was identified.

Successful Transfer to a Regional Medical Center of Excellence

Crisis24's team immediately engaged with our air ambulance network, following referral protocols for large value and potentially vulnerable cases. We were able to obtain authorization for the local air ambulance to conduct the transfer, all within 12 hours of receiving the initial call for medical assistance.

Through our medical network we sourced a ground ambulance to take the patient to the airfield in Murmansk, setting in motion the air evacuation to St Petersburg. The St Petersburg admission department arranged for a doctor-to-doctor conference call between the treating doctor in Murmansk, the accepting doctor in St Petersburg, and Crisis24's Chief Medical Officer. This ensured a comprehensive exchange of critical information, so effective treatment could begin immediately upon admission. With the patient settled in St. Petersburg, Crisis24 kept constant communication with the hospital, the patient, and the designated contact at the company, who in turn kept the line of communication open with the patient's family.

Results – Repatriation and Ongoing Support

During the course of his treatment, it became apparent the patient would not be able to return to work in the short term, resulting in the need for repatriation to his country of residence. Through medical case management, we agreed the best repatriation method was commercial transportation with a doctor escort. Options for the most appropriate transfer were sought from Crisis24's repatriation specialists, with the engagement of a doctor to escort the patient. We executed a successful repatriation, delivering the patient to the receiving hospital in their home country for ongoing occupational health support.

Crisis24's Dedicated Global Assistance Hotline

A single point of contact to all employees for any security, medical and travel issues.

