



ASSIST AMERICA IN ACTION: Medical Assistance During COVID-19 Pandemic



Medical Monitoring



Medical Referral

Distance from Home: 612 miles

Emergency: While visiting their hometown in the Hubei Province for the Chinese New Year, a six-year-old boy fell severely ill with viral meningitis and was admitted to the Intensive Care Unit. The member's father called Assist America for help.

Assistance: With cases of coronavirus on the rise, Assist America immediately consulted with the Chinese Center for Disease Control and Prevention to report this emergency. Because of the very strict lock-down measures put in place in the Hubei Province, epicenter of the novel virus, it was not possible to transport the child to another city. However, Assist America was able to connect the parents and the local treating team with pediatricians from the Shanghai Children's Hospital to discuss treatment options.

Assist America coordinated with both hospitals, faxing all necessary medical records for doctors to review. The coordinator also arranged a video conference call between the parents, local treating team and the pediatric specialists in Shanghai in order to confirm the diagnosis and discuss the best treatment approach. Assist America further connected the pediatric team from Shanghai with the boy's parents and arranged multiple follow-up video conference calls to better assist the family throughout the hospitalization.

The member's father sincerely appreciated the referral provided by Assist America which reassured him that his son was getting the best care possible and was being monitored by highly-qualified specialists from Shanghai.



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