

# ASSIST AMERICA IN ACTION

## Medical Emergency While Studying Abroad in Ecuador



Medical Referral



Emergency Message Transmission

*“The support with being provided a doctor in a foreign country while stuck due COVID-19 was extremely helpful. I really appreciate all that was done to make sure I got the care I needed.”*

**Distance from Home:** 2,792 miles

**Situation:** An American student studying in Quito, Ecuador was unable to travel home during the COVID-19 pandemic for an endoscopic surgery to remove an intra-gastric balloon. The student had the gastric balloon placed six months prior to leaving for his study abroad program and could not delay the endoscopy without severe medical repercussions. He called Assist America for help.

**Assistance:** After reaching out to the member’s health insurance, Assist America reviewed his insurance coverage and claims process while abroad. The coordinator located three English-speaking private bariatric physicians in Ecuador that were able to see the member promptly and would accept his international health insurance. Assist America translated in Spanish the Guarantee of Payment provided by his insurance and sent the letter to the provider chosen by the member. The member received treatment within the week and was thankful for Assist America’s quick response in the face of an emergency.