



## Case study

# Topside management of an offshore medical emergency



**Location**  
Offshore Installation, United Kingdom (UK)

## Situation

A worker on an offshore oil and gas platform visited the sick bay to consult with a UnitedHealthcare Global Health Care Professional (HCP) after feeling abdominal pain and nausea during the night. The HCP conducted a comprehensive examination and contacted our topside services to discuss the case, as the patient was stable and not showing any symptoms or signs of serious abdominal issues, could therefore be managed conservatively.

To gain further clarity of the clinical picture, the patient's information was sent via a secure cloud-based electronic medical records system to assist the topside doctor with a thorough consultation. Results of the consult pointed to suspected appendicitis. A specific management plan was created and given to the HCP. It included safety netting for symptoms and signs that may indicate the patient's condition was worsening. Eighteen hours later the HCP examined the patient and noted that their heart rate had increased and there was a mild fever. These were two of the signs included in the safety netting plan that could indicate an alternative diagnosis and a more serious condition, so topside services were again called, and the patient reassessed.

Due to worsening symptoms, the topside doctor activated search and rescue evacuation services to arrange an urgent evacuation to the hospital by helicopter.

## Outcome

- The patient was transported to the hospital, handed over to the surgical team, and found to have early appendicitis, which was then surgically treated.
- The patient made a full recovery and was back at work 8 weeks later.

**United  
Healthcare  
Global**