



Case study

Providing support during a pediatric medical crisis

Situation

A Ukrainian family had a young child who recently underwent a life-saving brain surgery in their home country. However, due to the Russian invasion, the family fled to Germany and was left without crucial care and a post-surgery rehabilitation plan for the child.

Our client, who is supported by our UK intermediary partner, was aware of the urgent situation and contacted UnitedHealthcare Global asking for humanitarian assistance for the family. Even though UnitedHealthcare Global was not the family's insurance provider, our team stepped in to give the family support and guidance needed in this challenging situation.

While medical care access was available to displaced Ukrainians in Germany, there was not an easy way for the family to determine who to contact or where to go for the specialised neurological pediatric care that was critical to help ensure the child's healthy recovery. Besides logistic issues, a language barrier presented additional difficulties in an already highly stressful, and time sensitive situation.

Outcome

Clear and constant communication, as well as connection to the right providers was key to supporting the family in this medical crisis.



The UnitedHealthcare Global team quickly assessed the situation and implemented emergency protocols. The team identified qualified providers near Munich and contacted the pediatric neurological team at a local children's hospital to make them aware of the situation so they could be prepared to guide the family through treatment.



Additionally, UnitedHealthcare Global provided a specially translated Ukrainian registration guide to help the family understand the next steps to receiving care at the hospital and where to go for pediatric rehabilitation services. From navigating Germany's Upper Bavarian government process for a medical treatment voucher for the family, to helping determine the local providers capable of handling a complicated pediatric medical case, the family was supported every step of the way.



No costs were incurred by the family or client who highlighted the situation to our team, to help ensure the child got quality care when they needed it most.