



Case study

Seamless continuity of care for breast cancer treatment

Situation

A member with a history of breast cancer, was preparing for repatriation from her Middle East assignment. During this time, the member was also receiving post-surgery medical treatments and needed to schedule radiation therapy as well as ongoing care on her return home to the United Kingdom (UK). Through the collaborative efforts of her UnitedHealthcare Global health manager, as well as the Clinical and Assistance teams, the member's concerns about potential treatment plan interruptions in the travel back home were eased.

Outcome



Clear, compassionate communication from the health manager gave support to the member during a time of high stress and anxiety – and kept the member informed through daily updates and regular care plan meetings.



With a focus on continuity of care of a complex medical condition, the health manager scheduled the first oncologist appointment, clarified the transfer process of medical records, and helped ensure authorization and guarantee of payment.



Once all logistics were confirmed, the health manager engaged the Global Assistance team to coordinate proper medical transport, keeping in mind the member's compromised immune system.



The member experienced a safe and successful transition with uninterrupted care from the provider team in the Middle East to the new provider team in the UK.

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