

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 postsurgery 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.

United Healthcare Global

© 2021 United Healthcare Services, Inc. All Rights Reserved. The service marks contained in this literature are owned by UnitedHealth Group Incorporated and its affiliated companies, many of which are registered and pending service marks in the United States and in various countries worldwide, except where otherwise noted. Insurance coverage is provided by or through UnitedHealthcare Insurance Company or its affiliates. Travel assistance services may be provided by or through UnitedHealth Group entities under the UnitedHealthcare Global brand. Products and services may be limited or excluded by applicable law. This case study is true but identifying characteristics have been changed to preserve confidentiality. 10/21 SAL-EXP-1050045