



A global biopharmaceutical company uses Everbridge Assist for emergency medical evacuation

A life saving evacuation for a life saving company



Challenges

A global biopharmaceutical company has a vision: develop therapies to treat devastating and rare diseases and deliver medical breakthroughs where none currently exist. A mission as ambitious as this means its personnel travel regularly to conduct business at patient organizations, facilities, and advocacy groups all around the world.

One such traveler found herself admitted to hospital in Belém, Brazil diagnosed with thrombosis. The patient was given a 50 percent mortality rate and had just 24 hours to receive the specialist treatment she needed before her critical organs would fail.

The hospital in Belém lacked the necessary equipment and medical specialist to treat the individual. Complicating the matter, the nearest hospital and specialist capable to perform the surgery was located in São Paulo, approximately 3,000 kilometers away.

Other impediments included:

- The illness was classified as a non-work related injury and was not covered under company insurance. Regardless, given the company's compassion for their personnel, they felt a duty to help the employee.
- There was a language barrier between the hospital staff and the patient.
- Several national and cultural holidays were underway, limiting the availability to mobilize municipal security and medical support external to the hospital.
- The evacuation required the synergy of a multitude of stakeholders in differing geographies, varying languages, and across several layers of logistical support apparatuses, providing real-time tracking and updates to the client and patient's family.

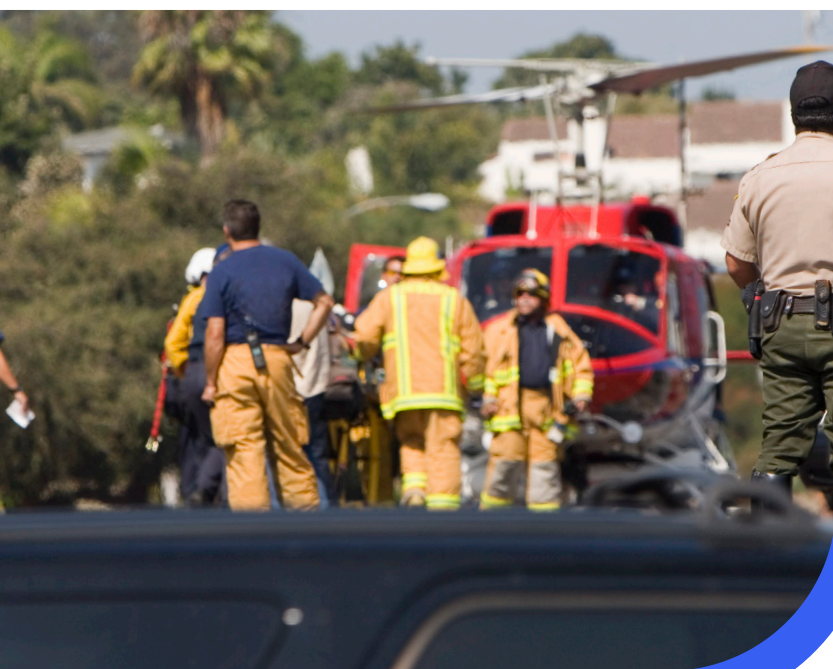
Solutions

Everbridge Assist immediately convened a team of security, medical and operational personnel to manage an emergency medical air evacuation and work alongside the patient while she was transported to São Paulo. Key elements of the case included:

- Deploying a bilingual security professional locally to aid the translation process, provide security and emotional support, coordinate movements on the ground and maintain communications with the Everbridge Assist Operations team.
- Provision of an ambulance and medical crew to transport the patient from the hospital to the airfield.
- A Learjet 35 air ambulance with a pilot, co-pilot, doctor and nurse to fly the patient from Belém to São Paulo.
- An ambulance to transfer the patient from the São Paulo airfield to the receiving hospital.
- Engagement of a redundant evacuation team to provide support in case of any unforeseen complications with the initial evacuation team.
- Constant updates and geo locations of the patient to the client and her family from start to finish of the assignment.

24/7

Here to help. Our highly experienced analysts are available 24/7 to advise you on the best action to take to keep your people and operations safe. And we provide on-the-ground support to protect your employees, property and business operations.



The outcome

The patient arrived at the destination hospital in São Paulo within 12 hours of Everbridge Assist being notified of the case. The prompt and thorough response doubtless helped ensure the patient's survival.

With Everbridge Assist's support, the company was able to provide an exceptional level of care for their employee that ensured her wellbeing in the safest, fastest and most efficient way possible, in the face of a myriad of challenges.

About Everbridge Assist

To operate effectively, every business needs to focus on being more adaptable, more flexible, more resilient. It's not enough to look at any single aspect in isolation. You need to consider how every part of the organization can perform no matter what.

This may mean ensuring your international travellers and expats can work safely and effectively wherever they are in the world. It may involve making sure your facilities are adequately protected against environmental and man-made risks. Or it could mean focusing on increasing the robustness of your entire end-to-end supply chain.

[Get in touch](#) to learn about Everbridge, the resilience platform.