

MEDICAL ASSISTANCE STORY



Heather came down with severe gastroenteritis in Delhi airport, India while waiting for a flight

LOCATION: Kuala Lumpur, Malaysia

HOLIDAY TYPE: Group tour from Nepal to India

Quick facts:

- Heather had finished a three-week group tour from Nepal to India when she started to feel ill as she was checking in for her flight to Kuala Lumpur, the first leg of her journey home
- Within an hour Heather was so ill the airport staff checked her into the sick bay and once she was on the flight she endured five hours in the bathroom
- Heather arrived in Kuala Lumpur, went straight to her hotel and slept for several hours. When she woke up Heather called our 24/7 medical assistance line and we gave her the details of a nearby private hospital
- The hospital required a \$1,000 deposit prior to admission, but Heather's funds were depleted due to the Black Money event in India (which saw the government declare all 500 and 1,000 Rupee notes invalid, so Heather had to pay for everything on her credit card). We fast-tracked Heather's claim for the admission and the funds were in her account within 48 hours
- Heather spent a day in hospital undergoing tests and she was given an IV for rehydration
- After three days in Kuala Lumpur, Heather was cleared to fly home. Still very sick, tests in New Zealand showed Heather had shigella, a bacterial infection. She spent several weeks seriously ill

How we helped

We helped Heather find one of the best hospitals in Kuala Lumpur when she urgently needed medical care. We covered her medical costs, and her additional accommodation, incidentals and cancelled tours

The challenges

Heather forced herself onto her flight to Malaysia because she wanted to access the high quality medical care available there

Policy price:	Claim cost:
\$107	\$1,223

Keep travelling tip:

Heather's policy, and access to our 24/7 medical assistance team, meant she could access the best possible medical care no matter where she was in the world

"I was incredibly stressed and frightened because I was alone, but Cover-More made it so much better. I don't know how I would have coped without them. They deserve their dues because the team was awesome," Heather Leigh, Cover-More customer



Cover-More
TRAVEL INSURANCE

keep travelling