

# MEDICAL ASSISTANCE STORY

## Loeng fractured her fibula walking down a mountain in Cambodia

**LOCATION:** Siem Reap, Cambodia

**HOLIDAY TYPE:** Two-month holiday to visit family and friends

### Quick facts:

- Loeng fell walking down a mountain and thought she'd sprained her ankle. With no help nearby, she hobbled to the bottom
- Several hours later, Loeng went to hospital and an x-ray showed she'd fractured her fibula (calf bone). She was fitted with a cast and given crutches
- Loeng called our 24/7 medical assistance team and one of our doctors assessed her. We advised we'd be arranging new business class flights and a medical escort with one of our dedicated Registered Nurses for her trip home
- One week later, once the swelling had reduced and she was fit to fly, our nurse met Loeng in Pnomh Penh and managed her transition through the airports and onto the planes, as well as monitoring her to ensure she was safe and comfortable throughout the journey. People who travel with fractured bones are at increased risk of deep vein thrombosis (DVT) due to swelling and immobility
- Loeng, together with our nurse, made the journey home comfortably and she is expected to make a full recovery

### How we helped

We oversaw Loeng's medical care in Cambodia, our nurse helped her home, and we booked business class seats for the return trip so she could keep her leg elevated, minimising the risk of DVT

### The challenges

There were no challenges in this case. Loeng received excellent medical care in Cambodia and our nurse made sure her journey home was safe and as easy as possible

Policy price:	Claim cost:
\$498	\$20,860

### Keep travelling tip:

Loeng was travelling alone, so we sent one of our Registered Nurses to escort her home. Her policy covered the cost of her medical care in Cambodia, new business class flights, and a medical escort

*"When the x-ray showed I had a fractured fibula I thought, 'I need to call Cover-More'. They were really helpful. I spoke to them every day and they were always wonderful, especially the nurse who helped me home," Loeng Liew, Cover-More customer*



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