

MEDICAL ASSISTANCE STORY

Senka contracted dengue fever in Bali

LOCATION: Bali, Indonesia

HOLIDAY TYPE: Four-week holiday combining a love of surfing and professional development

Quick facts:

- Senka had spent two weeks in Bali surfing and relaxing ahead of a week-long personal and professional development workshop. Two days into the workshop she started to feel unwell with a fever and chills
- Senka put up with it for 36 hours before she started Googling her symptoms and decided to call our 24/7 medical assistance line. Our nurse discussed Senka's symptoms with her and confirmed she needed to see a doctor asap, as they were consistent with dengue fever
- As it was 4am Bali time and her hotel reception was closed, Senka drove herself to the closest medical centre 10 minutes away. Blood tests showed Senka's platelet levels were dangerously low, so the medical centre called an ambulance to take her to hospital
- There is no cure for dengue. The approach to medical care is managing pain and nausea, maintaining hydration and monitoring for any spontaneous bleeding due to reduced platelet levels
- Senka spent five days in hospital until her platelet count increased. We checked in on Senka every day to ensure her treatment was progressing well
- Even though she was due to fly home two days after she was discharged from hospital, Senka spent another week in Bali recovering before she was fit to fly home

How we helped

We helped Senka get medical care when she urgently needed it in the early hours of the morning. We paid for her medical expenses in Bali and her accommodation, additional expenses and flights when she needed to stay in Bali longer than planned

The challenges

Initially it was thought Senka could manage the dengue fever out of hospital with the right medications, but when tests showed her platelet count was dangerously low she was taken to hospital

Policy price:	Claim cost:
\$120	\$1,637

Keep travelling tip:

Senka's policy not only meant she could access the best possible medical care, but it also enabled her to stay in Bali longer than planned and all her expenses were covered

"When I was in hospital I spoke to Cover-More every day, and because I was in Bali on my own that was so reassuring. Dengue fever is debilitating, so it was awesome that my policy paid for me to stay in Bali for another week after I left hospital and I could recover before going home," Senka Radonich, Cover-More customer



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