

COVER-MORE CASE FILE

Our customer had a stroke on the first day of his holiday on the Cook Islands

Our mission?

To ensure our customer received the best possible medical care when he had a stroke in Rarotonga, Cook Islands.

Who did we help?

Tom Nesbitt, who was on an eight-day holiday to the Cook Islands with his wife, Mary.

What was their situation?

After arriving in Rarotonga from Auckland in the late afternoon, Tom and Mary decided to watch the All Blacks play a match on television before an early dinner and bed, so that they were ready to embrace the first day of their holiday the following morning.

What happened?

Tom woke up at 5am the following morning, and as he got out of the bed and walked across their hotel room,

he collapsed. Tom knew he'd had a stroke almost straight away, as he couldn't move his left leg, arm or hand. Mary called reception to get help for Tom and he was immediately taken to Rarotonga Hospital.

The medical and nursing staff at Rarotonga Hospital were wonderful, qualified, attentive and responsive, however, due to its location, the specialist care it was able to provide was restricted.

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How did we help?

As soon as Tom was admitted to the local hospital, Mary called our medical assistance team to advise us of Tom's situation. We spoke with Mary, and

Tom's treating team, to determine his status and agree on the best course of treatment for Tom. Due to the facilities available at the hospital, we knew very quickly that we needed to get Tom out of Rarotonga to Auckland for specialist treatment.

What happened next?

We started making arrangements for an air ambulance to fly to Rarotonga to collect Tom and Mary and make the flight to Auckland. Our doctor and paramedic arrived in the evening ahead of their departure with Tom and Mary at 8am the following morning. Our medical team checked Tom to ensure he was looking 'fit to fly' on the air ambulance the following morning.

The next morning an ambulance transferred Tom and Mary from Rarotonga Hospital to the airport where our air ambulance, doctor and paramedic were waiting. They flew to Auckland via Tonga, as the pilot had to stop to refuel.



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What was the outcome?

An ambulance met the plane on the tarmac at Auckland International Airport. Fortunately, Tom and Mary's son and daughter-in-law were able to meet the flight on the tarmac as well, and they followed the ambulance from the airport to Middlemore Hospital.

Tom spent six nights in Middlemore Hospital where he was seen by specialists and physiotherapists. He was discharged and is now recuperating at home, together with regular medical and physio appointments. According to Tom, his doctors are very pleased with how well he is recovering from the stroke, but he'd like it to be faster.



THE CHALLENGES

- Ensuring our customer received the best possible, immediate medical care when he had a stroke in Rarotonga, Cook Islands
- Arranging an air ambulance as quickly as possible to transfer our customer from the Cook Islands to Auckland for specialist treatment

THE CASE

- Our customer Tom had a stroke on the first morning of his holiday to the Cook Islands with his wife of 43 years
- He lost movement down his left side, including his arm, hand and leg
- Tom and his wife were transferred via an air ambulance from Rarotonga to Auckland for specialist medical care
- Tom is recovering well

“With all the help and care that I got, I’ve really dodged a bullet, and I couldn’t ask for anything more. The care from everyone... especially the boys on the plane, they were just marvellous. The medical assistance team rang once a day to check in and make sure we were all right. All they were doing was keeping us informed and it helped so much. With Cover-More and the air ambulance, the keeping in touch was just amazing.” – Tom Nesbitt, Cover-More customer

CLAIM COST

NZD \$114,780



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