



Photo courtesy Flickr/Vaiz Ha

GLOBAL RESCUE CASE STUDY

When An Epic Adventure Turns Into An Epic Emergency



Challenge: Global Rescue member Kevin Koval and his friends set out for an eight-day motorcycle trip across South Africa. While riding through Lesotho, Koval hit a series of rocks and was thrown off the road and down an embankment.

With a broken tibia and fibula, he was unable to ride along with the rest of the group to Cape Town. To his relief, Koval was assisted by a local who made him a temporary splint out of nothing more than a tire iron, jumper cables and tape.

Injured and in unfamiliar territory, Koval searched for cellphone service. As soon as he got it, he immediately called Global Rescue. He was then transported to a nearby medical facility vetted by Global Rescue's operations team.

Solution: "Global Rescue said, 'Let us check it all out and make sure it's a good facility. If it's not then we'll find another place and mobilize you to wherever you need to go,'" Koval said.

After arriving at the hospital, Koval had surgery on his leg the next day. To oversee his care, Global Rescue deployed a critical

care paramedic to Koval's hospital bedside in Pietermaritzburg, the capital of the province of KwaZulu-Natal, South Africa.

"I didn't have anyone with me since all of my buddies kept going. They had to get to Cape Town and just kept riding, so I felt like I had an advocate there with Global Rescue."

While Koval recovered from surgery, Global Rescue arranged to transport him back home to New York.

Result: "It was a great flight. Global Rescue's paramedic took care of everything, and made a less than desirable experience a good one. He kept me informed of everything, so it wasn't the fear of the unknown for me. He took a lot of the stress off me in figuring out how to get home. When we did get to my house, the paramedic explained all of the medications to my girlfriend, making sure it was a smooth hand-off." Koval noted, "What started as an epic adventure turned into an epic failure. In the end, it really wasn't a big deal because of the service that Global Rescue provided."