

# PRESS RELEASE



June 2021

## Defying the odds: Allianz Partners continues to provide international medical assistance one year into COVID-19

- **Use of air ambulances for international medical support increases by 25%**
- **Isolation and quarantine rules cause challenges**
- **350,000 medical assistance cases handled by Allianz Partners in 2020**
- **Medical operations adapted to support customers in need**

The coronavirus pandemic is far from over. As a provider of emergency medical assistance, Allianz Partners has had to rethink its entire medical operations to overcome the challenges of COVID-19 and continue to support customers in exceptional circumstances. These challenges have included the cancellation of commercial flights, an increase in regulations and travel restrictions, strained local health services, and the requirement for medical teams to quarantine.

Despite these extraordinary circumstances, Allianz Partners has defied the odds, with its **team of over 1,000 highly qualified emergency doctors, nurses and medical coordinators** around the world who have worked around the clock to ensure that customers and patients are treated in the best conditions, while providing timely **physical and mental support** especially during stressful quarantine periods. Over the course of 2020, Allianz Partners managed over **350,000 medical assistance cases**.

### **Safely repatriating patients and accompanying customers at every step**

A global pandemic is especially unsettling when customers are far from home; A man from China tested positive for COVID-19 on a business trip to Malawi, Africa, turned to Allianz Partners for support with emergency medical transfer. We chartered an air ambulance with an isolator and successfully transferred the patient to Nairobi, Kenya. Upon arrival, he was transferred to the receiving hospital for proper medical treatment. It took us less than 2 days to handle the entire transfer since we received the case.

In another case, a 71-year-old man was admitted to hospital with behavioural and neurological conditions whilst on holiday in Cameroon. Further medical attention was needed, and Allianz Partners stepped in to ensure he was returned to Europe for treatment. His critical state meant that he needed a constant supply of oxygen, had to remain laying down and required medical escort. Liaising with supply and medical staff, Allianz Partners successfully repatriated the patient with an accompanying doctor and nurse, and found him a bed in a specialist hospital despite severe bed shortages and restricted flights due to the COVID-19 pandemic.

*“Thanks to great effort from our medical staff, who moved seamlessly to full remote working mode in a matter of weeks at the start of the pandemic, we were able to prepare ourselves to face the new COVID-related constraints, and safely support and transport all types of patients during this unprecedented time. With the ongoing pandemic, our priority remains the safety of our customers and patients,”* **comments Anne Lepetit, Group Chief Medical Officer, Allianz Partners.**

### **Adapting resources for medical transportation**

As a COVID patient needs very specific and strict isolation, Allianz Partners’ policy has focused on identifying adapted treatment locally, until the patient is no longer contagious. Repatriating a COVID patient is considered only when local medical facilities cannot ensure an adequate level of care.

Every year, Allianz Partners organizes over **17,000 medical repatriations globally**, out of which more than two thirds are performed by commercial airlines. In the COVID context, all urgent treatment for customers has been organized in the best local facilities, thanks to Allianz Partners’ **network of over 900,000 global medical providers**. Patients can return home as normal passengers after treatment. As a result, **medical transport with medical escort on commercial flights decreased substantially in 2020**.

In the case of emergency transfer, air ambulance transport is the only adapted response for COVID patients and has become integral to maintaining travel assistance services. Overall, from March to August 2020, Allianz Partners’ use of **air ambulance transports increased by 25% compared to the same period in 2019**.

*“There will be additional challenges and complexity to overcome while global travel starts recovering; medical operations will continue to evolve by including more virtual care in the travel journey to bring peace of mind to our customers. We can imagine that infectious diseases will continue to be a growing concern in the future, so traveling needs to be safe for travellers but also for receiving countries,”* **adds Anne Lepetit.**

**Even while having to adjust its operations, Allianz Partners continues to evolve, despite the odds, to ensure its customers remain safe. Although the aftermath of COVID-19 for travel is not yet clear, medical protection whilst travelling abroad will always be a priority for customers and for Allianz Partners.**

### **About Allianz Partners**

An Allianz Group entity, Allianz Partners is a world leader in B2B2C insurance and services solution and assistance, offering global solutions that span international health and life, travel insurance, automotive insurance and assistance. Customer driven, our innovative experts are redefining insurance services by delivering future-ready, high-tech, high-touch products and solutions that go beyond traditional insurance. Our products are embedded seamlessly into partner businesses or sold directly to customers, and are available through four commercial brands: Allianz Assistance, Allianz Automotive, Allianz Travel and Allianz Care. Present in 75 countries, our 21,000 employees speak 70 languages, handle more than 71 million cases each year, and are motivated to go the extra mile to help and protect our customers around the world. We opened our China business unit in 2003 as a wholly foreign owned company in Beijing. As the first assistance company in China certified with ISO9001:2008 and upgraded to ISO9001:2015 in 2017, Allianz Partners is today the leading provider of outsourced roadside services in Chinese mainland. With our national provider network and advanced technologies, we’ve been consistently working on providing more excellent, efficient and secured solutions, creating more value for your clients and customers.

For more information, please visit: <http://www.allianz-partners.cn>

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