



Case study

Urgent delivery of critical medication offshore



Location

Offshore installation, United Kingdom (UK)

Situation

Our Global Medical Arrangement (GMA) team was contacted after hours by a Health Care Professional (HCP) contracted to a client's offshore drilling rig. According to the HCP, a crew member had been asked to remain offshore for longer than his original rotation schedule. This caused an urgent situation because he was due to run out of a critical prescribed medication before the new demobilisation date, and there were no available facilities open at the time to source it.

The GMA team immediately contacted the Network Booking team to find a network clinic willing to open after hours. Working on a very tight timeline, a clinic that could immediately dispense the prescription and transport it to the heliport was identified. Medication was issued, delivered to the heliport and the HCP arranged for onward delivery on the next available helicopter flight to the drilling rig.

Outcome

- Due to the quick response and collaboration between the HCP, GMA, and network teams both offshore and onshore, a non-urgent medical evacuation from the rig was avoided.
- Swift delivery of the medication allowed the employee to remain on board to complete his additional rotation with no operational downtime, and avoided any potential medical setbacks or issues by not having the medication on hand.

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