

# Emergency care after a study-abroad trip took an unexpected turn

How quality, timely assistance was provided quickly when a bus full of students overturned in Peru.



## The problem

While studying abroad in Lima, Peru, a group of 17 students and a faculty member embarked on a guided bus tour.

During their excursion, the bus overturned while navigating a narrow roadway. Everyone on board survived, but four students in the group suffered severe injuries and required immediate medical attention.

## Our insurance protection

Fortunately for all involved, the university had Chubb Scholastic Travel coverage in place. The faculty member quickly called Chubb's travel assistance provider and was able to engage with the on-call medical professional for immediate help.

A regional doctor and full medical team were dispatched to the accident scene and carefully evaluated the injuries. The student with the most serious injuries was evacuated to a medical center of excellence in Lima, while the others were rushed to local hospitals by ambulance. In addition, the students' families were flown in from the U.S. to be with their loved ones.

Because the university's Risk Manager had chosen Chubb, she was able to take comfort in the knowledge that her students—shaken by their ordeal and the fact that it happened in an unfamiliar setting—were nevertheless safe. Frequent communication with the travel assistance provider kept her on top of every aspect of the situation—from details about the attentive care her students received to the timing of their parents' arrivals—even though she was across the world.

Once the students recovered and were cleared to travel, they were flown home—some with medical escorts to ensure proper care during transport. In the end, the university had delivered on its promise and duty to oversee the safety and well-being of its traveling students and staff while sponsoring this educational trip.

“When our university selected Scholastic Travel coverage from Chubb, I was comfortable with our choice in terms of both the provider and the product. That said, you never really know how either will respond until you're faced with a serious incident. Throughout the entire ordeal, Chubb and its travel assistance provider kept me informed about how everyone—students, staff, and parents—were doing. Even though I was a world away, I was confident in the quality of care that was being provided and proud that our university's reputation for student and staff care was being upheld.”

University Risk Manager

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