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One Last Wish

“I just want to be home.”

There’s no place like home, especially when you’re sick. But Ellen knew the long journey from the treatment facility to her home state would be too much. A few months ago, her doctor reported the devastating diagnosis of stage four colon cancer. As a member of Meritain Health, Ellen had access to an oncology case manager, Nick, who worked with her doctor to find treatment at a top facility for her needs; however, the best choice was located two states away. Ellen and her husband traveled so she could receive the care she needed—but unfortunately, the treatment was unsuccessful.

Medical transport at a difficult time

Exhausted and in need of peaceful surroundings, Ellen decided hospice care was her best option. But just the thought of the journey home—involving cab rides, luggage, crowds and a busy airport—sounded unbearable in her weakened state. Still, all she wanted was the comfort of familiar surroundings, like her sunny kitchen, her front porch swing and the warm faces of her family and friends.

Ellen’s husband contacted Meritain Health to learn more about the couple’s benefit coverage and found out about medical transportation services. Ellen, with her husband, could be transferred quickly and safely to their home state through an air ambulance—an aircraft dedicated to helping patients with urgent care needs.

Home at last!

Nick arranged for Ellen’s medical transportation, which was covered under her benefits plan. He worked with the Medical Transportation team, who coordinated Ellen’s discharge from the hospital and the details of her trip.

Less than 24 hours after Nick had begun planning for Ellen’s medical transportation, she arrived home. She was greeted by the loving arms of her family at the airport. Despite her illness, Ellen is glad to be back in the comfort of her own house with all the people she knows and loves.

This story is based on an actual member experience. Names and information have been changed to protect the member’s privacy.

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