



SHINING STAR AWARD

Elsa Sancho

Travel Assistance Network Manager

INTERNATIONAL ASSISTANCE GROUP

2024 IAG AWARDS

Celebrating individual or team achievements, displaying exceptional talent, dedication, and outstanding contributions to their company.



Elsa Sancho

Professional Career

With 23+ years experience in the sector, Elsa has a solid academic training as a **Graduate in Crime Science at the University CEU San Pablo**. In addition to this training, she has an **Executive MBA from EAE Business School**.

Her career has been focused on the field of assistance, with a special emphasis on **Travel Assistance**. She has worked for renowned companies such as **Europ Assistance** and **International SOS**. She currently works at Iris Global as a **Travel Assistance Network Manager**, consolidating her experience at the leading company in the sector.

IRISGLOBAL

Case in Vietnam



Case in Vietnam

Thanks to the video, we have a recreation of the real case managed in Vietnam. Said case required the launching of different elements that the company develops.

Many of those elements and resources were managed by Elsa.

In the following slides, we explain this management process and how the case was finally resolved.



Start of the accident management: Assistance Call Centre of Iris Global (IG)

- **Operations: call from the partner of the insured person.**

IRIS GLOBAL CD (coordinating doctor):

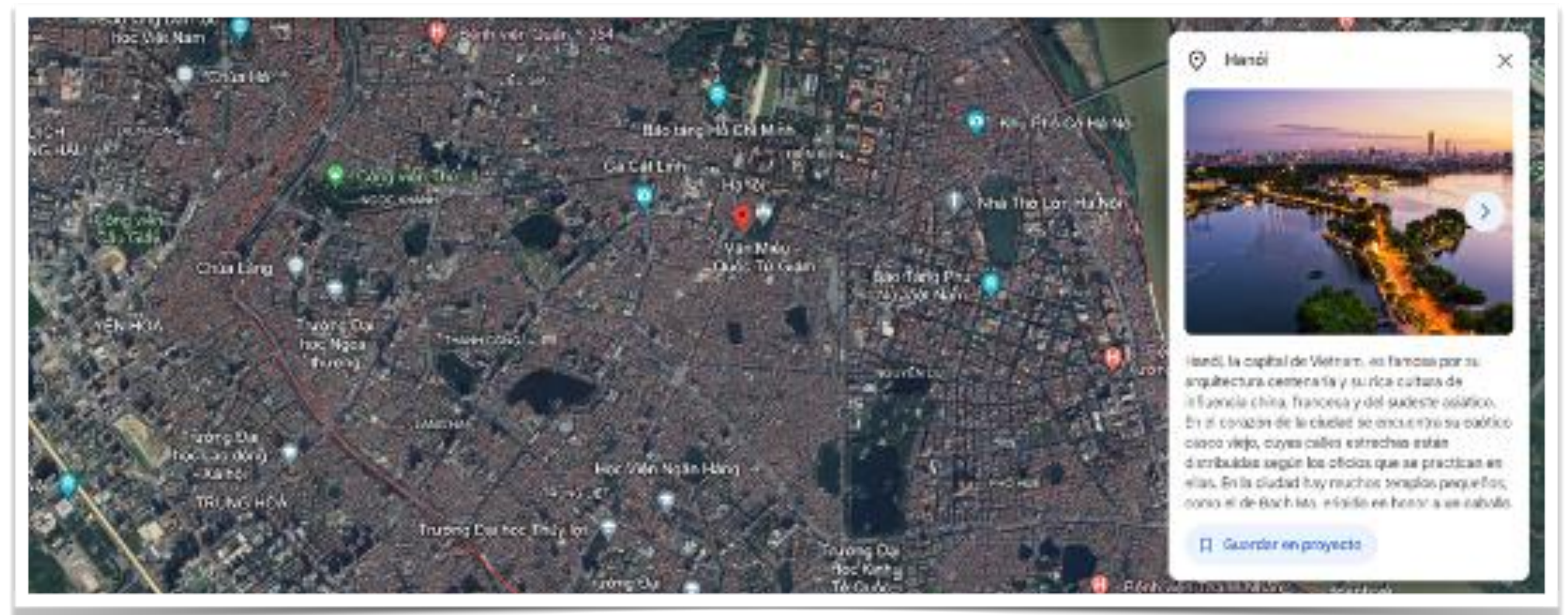
- Motorbike accident in Hai Duong (Vietnam)
- 26-year-old, not wearing a helmet. Run over by a van
- Unconscious
- Suspicion of serious TBI
- Transfer to a local public hospital



Medical monitoring

Due to the language barrier with the local treating doctor, the decision to look for a local agent to intervene is made. **Elsa is in charge of assigning a local agent.**

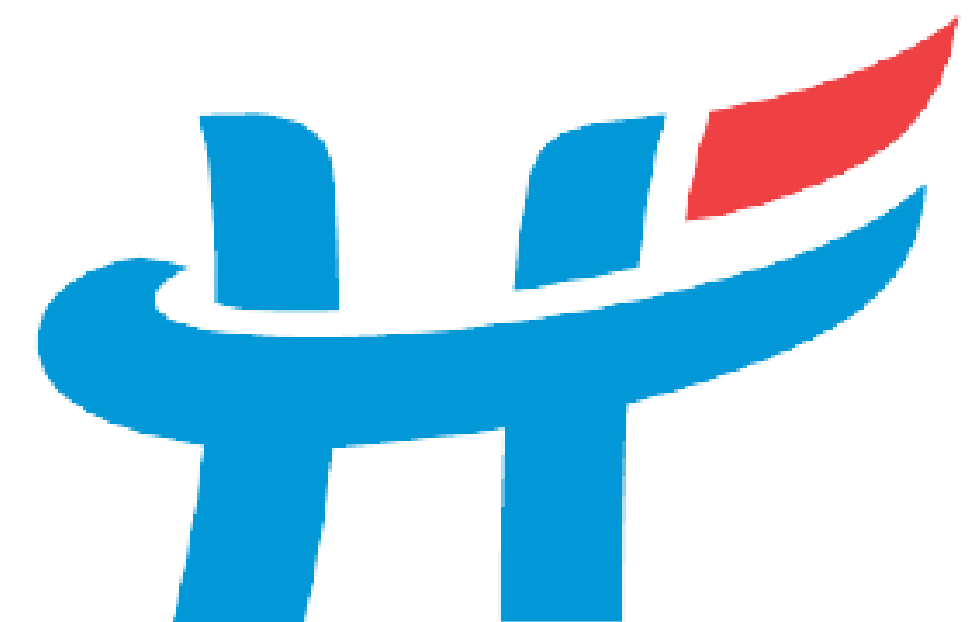
This agent will be able to speak to the local doctor who is attending the patient to perfectly understand how serious the case is, thus allowing for better decision-making.



Medical monitoring

- **Agent assigned and supervised by Elsa**
- Transfer management
- Management of admission in destination hospital

- **Hanoi French Hospital (hospital of the network managed by Elsa)**
- NMR: bilateral extensive subdural hematoma, oedema
- Craniotomy to evacuate the bleeding (it is left open)
- Sedation, artificial ventilation, feeding tube, urinary catheter, pulmonary drainage



L'HÔPITAL
FRANÇAIS
DE HANOÏ



Transfer assessment

- IRIS GLOBAL CD (coordinating doctor):
 - Hemodynamic stability
 - Underlying brain injury, oedema
 - Extubation not viable
 - Pneumothorax in resolution
 - Tracheostomy



**FTF (fit to fly) on air ambulance (AA).
Elsa initiates the transfer**



Repatriation

- **Transfer (13 days after the accident):**

Elsa is in charge of initiating the transfer together with the provider

- Doctor + nurse
- Sea level
- Open craniotomy: special helmet, calvarium
- Artificial ventilation
- Parametric monitor
- Pulse oximetry, gas analyser
- Oxygen (6000 litres and auxiliary tanks)
- SAED



Destination

- Mission:
 - Time: **17h 45 min**
 - Stopovers: **2**
- Transfer without incidents.
- Airport in Bilbao:
 - - **Mobile ICU on the runway**
- Admission to Hospital de Cruces.

Elsa has monitored the entire process so that the accident is successfully resolved.



