

Prescription Assistance



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It is easy to replace a forgotten toothbrush on a trip, but when a serious challenge arises because a prescription medication has been lost or left behind the solution is not so simple. Assist America works with the prescribing physician and a pharmacy in the area of travel to replace a member's medicine. If necessary, we will arrange for the member to see a local doctor for a new prescription.

Missing Medication in Madrid

Jackie*, a college student from a university in Rhode Island, traveled to Madrid, Spain, to spend the semester studying the country's language and culture. She arrived at the home of her host family, only to realize she had forgotten her prescription iron tablets on the kitchen counter back in New England. Jackie called her mother, who in turn called Assist America for help.

Our medical coordinators provided Jackie with a referral to a local English-speaking doctor who could provide her with a new prescription for the Spanish equivalent of her medication in the proper dosage. Jackie filled her prescription at a pharmacy only a few blocks away within a matter of hours. A potentially difficult situation was easily avoided with the help of Assist America!

**Name changed for privacy*

Member's Comment

"All areas exceeded my expectations. Extremely helpful and great follow-up made sure everything was handled very well."

assist america[®]