

Emergency Medical Evacuation

Critical Cardiac Case Study – Solo (Indonesia) to Singapore

In late September 2025, **Ulink Assist** executed a complex evacuation from Solo, Indonesia to Singapore. The case involved a critical cardiac patient requiring immediate transfer to advanced care facilities—a situation that demanded precise coordination, clinical expertise, and rapid decision-making across borders.

Here's how our medical and 24/7 operations teams managed the 42-hour mission from first call to hospital admission:

Case Study: Critical Cardiac Evacuation Timeline



Sept 30, 8:00 PM - Initial Request

Received urgent request to evacuate cardiac patient from hospital in Solo to Singapore for advanced treatment. Duty team immediately initiated case assessment protocols.

9:30 PM - Decision Confirmed

After initial assessment, evacuation was approved with immediate aircraft, medical crew, receiving hospital, and regulatory clearances coordination.

11:00 PM - Medical Acceptance & Strategic Postponement

Receiving cardiologist reviewed patient's records and accepted case. Initial flight scheduled for Oct 1 was postponed as patient required electrolyte correction. This clinical decision ensured optimal patient stability during transport.

Oct 2, 9:00 AM - Arrival in Solo

Air ambulance departed Singapore early morning and arrived at Solo airport. Medical team coordinated with local hospital for patient transfer.

12:00 PM - Departure from Solo

Following systematic hospital-to-aircraft transfer, patient and family departed Solo. Full cardiac monitoring maintained throughout, with specialist medical team managing all clinical parameters.

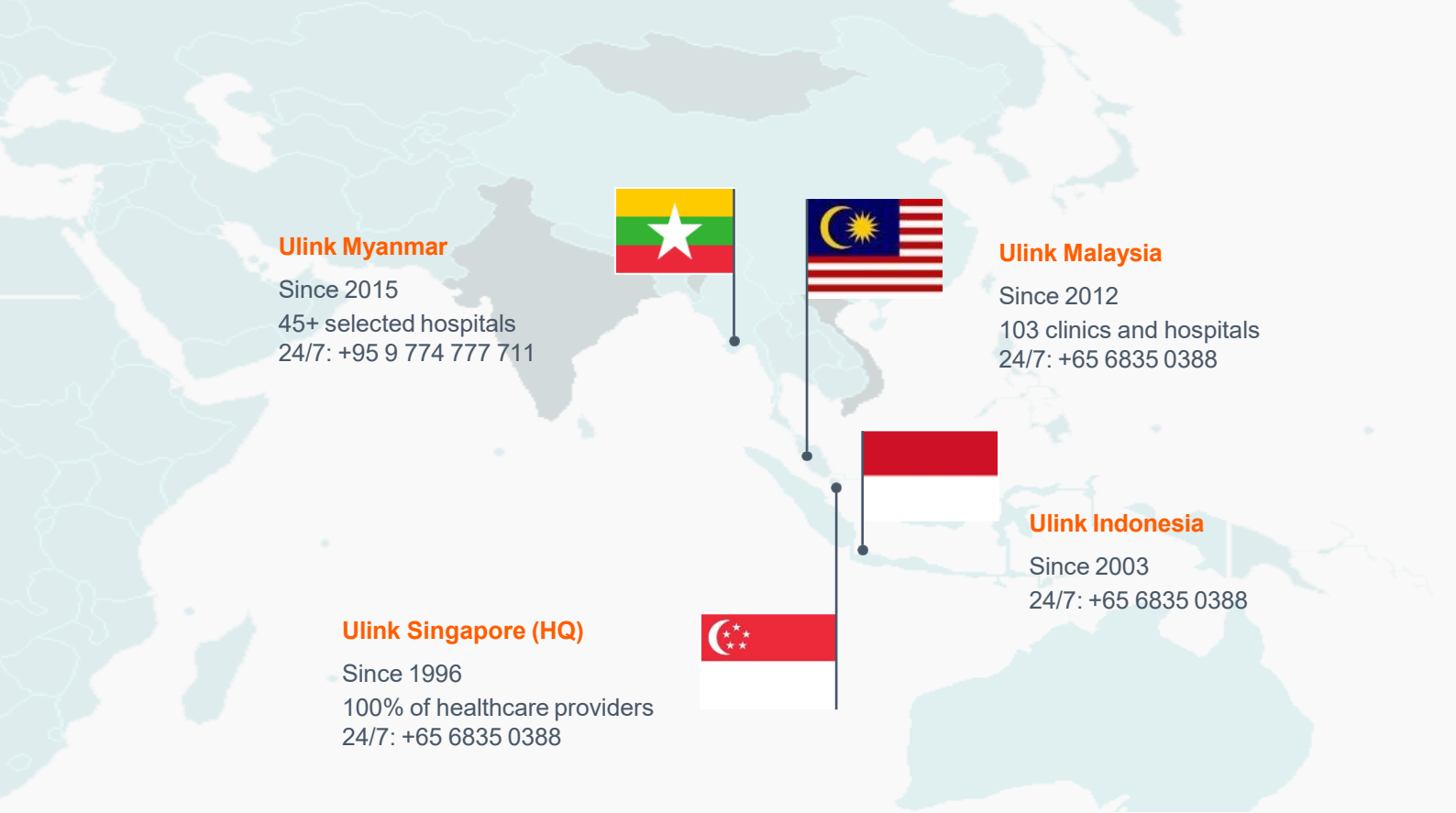
2:00 PM - Safe Arrival & Hospital Admission

Patient landed at Seletar, Singapore, and was immediately admitted to receiving hospital. Seamless handover to cardiology team completed. Evacuation concluded without medical complications.

Ulink's clients benefit because:

- **24/7 Rapid Response**
Immediate case assessment and coordination, any time of day or night
- **Complete Documentation**
All permits, clearances, and medical records handled professionally and securely
- **Advanced Air Ambulance**
Fully equipped ICU-standard aircraft with cardiac monitoring capabilities
- **Seamless Coordination**
End-to-end management from hospital to hospital, including family support
- **Clinical Decision Support**
Pre-flight stabilization guidance ensures safe transport timing

Email us at bd@ulinkassist.com to schedule a call today and discuss how we can enhance your healthcare offerings while driving value for your members.



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About Ulink Assist

Ulink Assist has 25+ years of patient assistance experience in Singapore, helping more than 2,000 patients every year receive the best medical treatment at top hospitals in Singapore through clinic and hospital arrangements, treatment plans and price estimates, travel arrangements and visas, patient accompaniment, cartransfers, medical evacuations by air ambulance, etc. We work with all the top private hospitals in Singapore and our letters-of-guarantee for global insurance patients are accepted at 100% of the healthcare providers in Singapore.

Our dedicated Singapore-based team includes medical professionals and is on-call 24/7 for all requests.

www.ulinkassist.com

For enquiries regarding local support or corporate administrative hub services, please contact us at:



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