Workers' Comp

Enabling Life Beyond Limitations: Coordinating 1,200-Mile Travel for a Catastrophic Claim

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The Problem

A catastrophically injured former police officer, living with complete C5- C7 quadriplegia and chronic respiratory failure, needed a highly complex medical transport. Ventilator-dependent and reliant on a tracheostomy, he required 24/7 clinical supervision during a 1,200 mile journey from Chicago to Florida.

The case required 20 days of continuous Registered Nurse (RN) and Certified Nursing Assistant (CNA) care, multi-state coordination of life-sustaining equipment and reliable access to oxygen and medical supplies throughout. The carrier turned to Apricus to make this trip possible and safe.

The Solution

Apricus coordinated all the requirements for a specialized medical van rental with equipment capacity to safely transport the ventilator and other medical devices, including a Hoyer lift and hospital bed, which were delivered to the destination ahead of time along with a full 30-day supply of medical necessities.

To ensure continuous care, Apricus coordinated over 760 hours of professional supervision, including 24-hour RN oversight and 14-hour daily CNA support. Despite limited personnel availability, Apricus optimized staff scheduling to ensure seamless shift coverage and coordinated travel support.

Throughout the journey and extended stay, a single point of contact ensured consistent communication among the clinical team, vendors, and the patient’s family. Emergency protocols and equipment contingencies were also put in place for every leg of the trip, supported by fully licensed medical staff. Both air and ground travel options were evaluated to maximize flexibility and preparedness.

The Results

With Apricus serving as the single point of contact, the carrier avoided the burden of coordinating multiple vendors and the trip was completed with zero medical incidents. All equipment functioned properly, supplies

remained uninterrupted, and the patient received continuous high-quality care throughout the 20-day period.

Apricus consolidated five vendors under one accountable coordinator and saved 12–14 adjuster hours. A cohesive plan covered transport, equipment, and supplies and centralized communication with the clinical team and family, helping contain risk and keeping the case predictable. For the carrier, this successful outcome reinforced the value of comprehensive specialty care coordination in catastrophic claims. It mitigated risk, controlled costs, and ensured compliant, high-quality care across multiple jurisdictions. Apricus turned a high-risk scenario into a safe, cost-effective experience for everyone involved.

Download the case study to see how partnering with Apricus for specialty services kept care uninterrupted, contained risk, and centralized coordination under one point of contact.

Download Now

12–14 Adjuster Hours Saved Through a Single Point of Coordination

Five Vendors Consolidated to One Accountable Coordinator

0 Medical Incidents Across a 1,200-mile Journey

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