



“ Having Bupa International
at the end of the phone made
all the difference ”

Customer story:

Patricia Westheimer

Patricia Westheimer is a 65 year old American, who now lives in Portugal with her husband and travels frequently. She has had a Bupa International Gold membership for the past 16 years.

Recently, Patricia needed to have a polyp removed following a routine colonoscopy. Shortly after the procedure Patricia received a report detailing her test results of the small polyp - but her doctor was unavailable. The results were in medical terminology and in a language Patricia didn't understand - Portuguese.

Patricia's husband suggested that she called the Bupa helpline so Patricia spoke to a nurse in Bupa International's Copenhagen office, who advised her to fax the report through. Within one hour the nurse returned Patricia's call and explained that she had passed the results to a doctor who spoke Portuguese and informed her that the polyp was benign - so there was nothing to worry about! Upon Patricia's GPs return she confirmed that this was the case.

Patricia commented:

"Having Bupa International at the end of the phone made all the difference - without their help I would have had to wait another week to interpret my test results, which would have caused a great deal of worry to both myself and my husband. With their help, it took less than an hour - it was just such a relief!"

"This is not the first time I've had great service from Bupa", she continued. "A few years ago, when I went to Madrid on a short visit, my back went and I was in terrible pain. Again, I called Bupa's helpline for advice and within a matter of moments I was called back by an advisor detailing an English-speaking clinic close by, where I could receive treatment straightaway - all I had to do was say I was with Bupa and there was no waiting around."

"The peace of mind I have from knowing I am with Bupa is fantastic. I know that wherever I am, Bupa is only a call away. I intend to stay with Bupa for the rest of my life - you can't say better than that!"

