

CRITICAL LIFE-SAVING DELIVERY

THE CHALLENGE

A 6-month-old patient with congenital heart disease at the Children's Hospital of Wisconsin was in need of a heart transplant. Until a suitable donor heart could be found, the Berlin Heart EXCOR Pediatric VAD (ventricular assist device) was chosen to serve as a bridge-to-transplant. After the patient was prepped for surgery and brought to the operating room, it was then discovered additional components were required if the implant were to continue, so the client called the ICAT Logistics team.

THE SOLUTION

ICAT immediately dispatched collection of the components from Ann Arbor, Michigan, chartered an aircraft to fly them to Milwaukee, and coordinated the final delivery to the hospital. Every step of the way, ICAT communicated the shipment's progress to all involved parties.



THE RESULTS

In less than 5 hours from making the initial call, ICAT's final courier was walking through the hospital door with the components in-hand. Our client received major kudos that day—including one from the surgeon. ICAT Logistics received a wholehearted "thank you" for coming through that day in a truly life-or-death situation.