

A race against time:

Delivering bone marrow to Carlos, a young patient in Uruguay



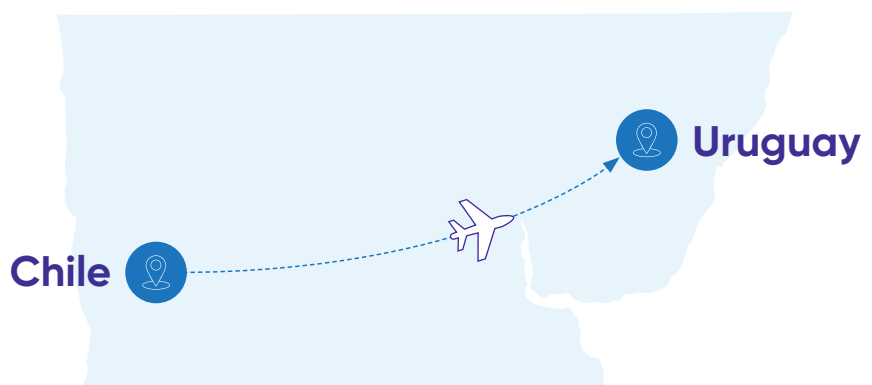
The World Courier team, in partnership with an international non-profit organization, orchestrated the successful delivery of a life-saving bone marrow transplant from Chile to Uruguay, overcoming logistical hurdles and stringent timelines.

The situation

Imagine being twelve years old and your life depends on an urgent bone marrow transplant. This was the reality for Carlos*, a young patient living in Uruguay. With his future hanging in balance, finding a matching donor was just one part of a complex rescue mission.

Enter DKMS – an international non-profit organization dedicated to fighting blood cancer and other blood disorders. They are active advocates for awareness, donor recruitment, fundraising and research towards improving treatments for these conditions.

When DKMS identified a suitable donor for Carlos located in Chile, they faced another daunting task – finding a transport partner for this crucial donation. **The donation had strict requirements: kept within the temperature window at all times and delivered within a narrow 24-hour timeframe before it became unusable.** The situation called not only for expert handling but also deep local knowledge to navigate the customs procedures swiftly. That is when World Courier was called upon to secure this critical delivery.



The solution



Equipped with real-time location monitoring, all parties were able to track the shipment location in real time

World Courier quickly set out to meticulously plan every detail of the shipment's journey. Understanding that maintaining the bone marrow at controlled refrigerated temperatures between +2°C to +8°C was crucial, the global thermal container (GTC) 4L was chosen for its superior temperature sustaining capabilities.

Recognizing that swift customs clearance without delays could be pivotal in this case – we leveraged our local team's expertise in Uruguay who were well-versed with each country's specific customs procedures. Having a presence on the ground provided them with unique insights into the complexities of local customs' nuances.

World Courier's unique 'okay to send' process prepared all necessary transport and customs documentation ahead of shipping. This included mandatory invoices and other country-specific documents submitted to regulatory authorities at the destination prior to shipping – optimizing for the fastest possible clearance upon arrival.

With everything set into motion securely, World Courier successfully collected the precious cargo from Chile where the donation had taken place and began its journey towards Carlos waiting anxiously in Uruguay.

Further enhancing transparency and coordination, World Courier utilized real-time location monitoring (RTLM). This allowed both DKMS and corresponding hospitals to track shipment progress in real time – ensuring optimal readiness upon arrival so that transplantation could commence immediately.



The outcome

The triumphant conclusion saw World Courier delivering this invaluable shipment within the strict 24-hour window required – ensuring its integrity remained unharmed until it reached young Carlos.

DKMS is keen on continuing its collaboration with World Courier based on our demonstrated ability to deliver exceptional service even under demanding circumstances. Their collaborative success has been instrumental not only in securing healthier futures but also reaffirming faith amongst patients needing critical care across geographical boundaries.

“Time is a very determining factor in the prognosis of patients who require a transplant. This means that, once a person with blood cancer receives an indication for a transplant, the sooner it is performed, the better the results will be. Having an international courier as a strategic ally that shares our urgency and commitment to the cause allows us to accelerate the times necessary to transport bone marrow donations. Speed in the response and efficiency in the delivery of donations are fundamental elements to improve the prognostic results of patients requiring a transplant. This collaboration allows us to overcome geographical barriers and streamline logistical processes.”

– Sebastián Chamorro, Donor Coordinator, DKMS

“Our work with DKMS on Carlos’ case is a testament to what can be achieved when dedication, expertise, and technology come together for a common purpose – saving lives. Using real-time location monitoring not only ensured we maintained control over the shipment but also allowed for seamless coordination with all parties involved. At World Courier, it’s more than just about transport, it’s about ensuring patients like Carlos have the chance at a normal life.”

– Gonzalo Saavedra, Business Development, World Courier



*Patient name changed for privacy

Bridge the gap between donors and patients with World Courier

In the race against time, every second counts. At World Courier, we understand the importance of delivering life-saving donations with care and precision. Our expertise in handling critical shipments within stringent timelines makes us an ideal partner in such crucial missions. Let's work together to bridge the gap between donors and patients globally, ensuring that help always reaches those who need it most when it matters the most. [Contact us today](#)

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World Courier

World Courier is a leading global distribution logistics company offering innovative, customized, and scalable product transport and distribution services.

With temperature-control packaging, monitoring technology, and over 50 years of experience, our highly experienced team can help you navigate the logistic complexities of your next project.

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