

## **OSF OnCall: The Hospital Without Walls (*Interview Transcripts*)**

**Jennifer Junis, Senior Vice President, OSF OnCall**

“OSF OnCall is our digital health entity that sits within OSF HealthCare. So what we’re so excited about in this building is that we are able to bring our teams that were in multiple locations in the past to one location to have that care delivery that really far reaches across the state of Illinois – and hopefully in the future, even beyond.” (:22)

**Jennifer Junis, Senior Vice President, OSF OnCall**

“This is our virtual hospital, or our hospital without walls. So what you will see within this building are our care teams that are delivering care through technology out into other areas – into our hospitals, directly to patients in their homes, and they are able to monitor them through technology. We are able to really meet patients and care for them where they are.” (:26)

**Suzanne Hinderliter, Director of Digital Acute Services, OSF HealthCare**

“This is one of our telehealth carts. We have 40 of these available across the OSF Ministry and to an outreach facility that we help monitor and manage as well. We use these within digital acute care for patients that are either in the emergency department or an inpatient unit. We also have some that are in clinics where we’re able to connect specialists and specialty care providers with patients in remote locations.” (:29)

**Suzanne Hinderliter, Director of Digital Acute Services, OSF HealthCare**

“One of the things about these devices is that they are mobile – so we are able to take them to where the patient is within the hospital and get them that care. These carts were very instrumental during the COVID pandemic waves that we’ve had. We were able to get these resources out to our facilities and manage more patients than we’ve ever managed before.” (:23)

**Suzanne Hinderliter, Director of Digital Acute Services, OSF HealthCare**

“We can use them at all of our facilities, really providing that same level of care at a small facility like Saint Luke or Holy Family as we would be providing at one of our larger facilities like Saint Anthony in Rockford or Saint Francis in Peoria.” (:17)

**Jennifer Junis, Senior Vice President, OSF OnCall**

“I think one of the things that is really important about the OSF OnCall building is that we use the guiding principles of ‘24/7, 365.’ So this is care that is delivered around the clock. It’s also care that is seamless. And we use the design of this building to really empower our Mission Partners, or employees, with the tools, technology, and equipment they need to care for those far reaching.” (:30)