

## Transcript for OSF launches hotline

**Lisa DeKezel (pronounced duh-KEYS-uhl), president OSF HealthCare St. Mary Medical Center in Galesburg, Illinois and Holy Family Medical Center in Monmouth**

**“We are getting a lot of inquiries from former Cottage Hospital patients, asking ‘How do I transfer my care? How do I transfer my records?’ Please know that we are here to serve you.” (:09)**

**“We’ve recently renovated our entire, second floor surgery department. We’re adding additional ICU beds here at St. Mary Medical Center in Galesburg. We also expanded our obstetrics unit a few years ago as we prepared to be the sole obstetrics provider in the region. And we’re doing a 10,000-squar-foot ED (emergency department) renovation at Holy Family Medical Center in Monmouth to expand those capabilities as well.” (:24)**

**Dr. Brandon Briggs, medical director for emergency departments at OSF HealthCare St. Mary Medical Center and Holy Family Medical Center**

**“It’s making it more difficult to get patients where they need to be because of the pandemic, and the bed crisis and the lack of availability. So, that leads into the precautions about COVID taking it more seriously so that we do have those beds for patients that truly need them.” (:18)**

**“We don’t want to deter any patients from coming to the ER if they feel like they’re having a true medical emergency. We do ask that they have patience if they do come to the emergency room. If they do think their condition could be treated in an outpatient facility (primary-specialty care offices or walk-in clinic), we do ask that you try to do that.” (:18)**