

## Transcript of media clips for Virtual Urgent Care

Kate Barth, vice president/chief medical officer for On-Demand Services, OSF OnCall  
Virtual urgent care is great option for after-hours care.

**“It’s the mom with multiple children who are sleeping and (she thinks) ‘I have a sick kiddo who I cannot console and what do I do?’ Seeking out virtual urgent care in those options is such a great opportunity to connect with a provider who typically would serve you in that urgent care setting.” (:15)**

An online consult is an option but a video visit could be needed in certain cases.

**“Maybe the provider would need to visualize the bug bite or something that looks like a rash so we do have that video option also available to be able to assess that situation and be able to give a diagnosis in that case as well.” (:17)**

Virtual visits will be refunded if in-person care is needed.

**“We all know there are things that sometimes can’t be virtually treated. Sometimes a lab test may be needed or a hands-on assessment might be needed to confirm a diagnosis. In that case, we simply refund that virtual visit knowing that it is best-case scenario for you to be seen in an actual urgent care setting.” (:19)**

OSF OnCall Walk-in clinics offer more than simple urgent care.

**“Employee physicals or drug testing as well as those school and sports physicals that we always catch ourselves running behind on where at the last minute a child says ‘I need this for tomorrow!’” (:15)**