

TRANSCRIPT OF MEDIA- A new tool to remove barriers to care

Maria Rodriguez, financial navigator at OSF HealthCare Saint Anthony Medical Center in Rockford, Illinois

"My father is a cancer survivor and my motivation is him. I sat on the other side, so I know how patients feel – the devastation they're going through, anxieties, nervousness ... they go through it all. It's a personal privilege to be able to help these patients." (:18)

"We are able to see the potential savings for that particular patient, what programs they would qualify for, and they (TailorMed) give us an overview of the patient's insurance." (:10)

Jacque Doerman, director of Patient Access at OSF HealthCare

"It really took out the manual work and it was able to automate, make us more efficient, more effective and get to a lot more patients than we were able to before," she says. (:11)

Doerman says OSF HealthCare has been able to help nearly 350 patients with copay and drug assistance in the past 12 months using the TailorMed platform.

"So, it could have ended up where that the patient has this extremely large bill. It could have ended up where it even went to bad debt. The dollars that have come to OSF, that \$367,000 would have otherwise been some type of patient responsibility and burden that the patient would have had." (:18)

Stephanie Wilfong, who oversees financial navigators as a Financial Services manager at OSF HealthCare

Wilfong says patients too often consider avoiding treatment or abandoning it because of concerns about going into debt.

"The first thing that goes through their mind is they're going to drain their savings or retirement trying to pay for this and survive and they choose not to," Wilfong shares. "They choose not to drain it, and they choose not to deal with the diagnosis and that is the saddest piece (because) we can be helping them, and they don't realize we are here to help, and they don't have to make that decision at all." (:24)

Wilfong says many insured patients who have cancer, or another high-cost diagnosis don't realize how quickly they can go into debt.

"You may have great insurance, but it may be a non-covered drug or a non-covered procedure or we just don't know, we just don't know so the first thing you should do is always at least have that contact because you don't know what's going to come up and we're there and happy to help." (:18)

A pharmacy module helps with coordinating refills and making sure patients who qualify are continuously receiving the medications they need, often for life-saving treatment Wilfong explains.

"It prevents any missed dosages so patients will not be waiting and it's really nice to see those claims coming in, how much the free drug was approved for. It just allows better site across the board and better communication between all teams." (:15)