

TRANSCRIPT OF MEDIA-From crisis to confidence-Patient praises new OSF 24/7 primary care

Marci Schneider Batsakis of Orland Park, first patient enrolled in OSF CompleteCare 55+ primary care

Schneider Batsakis wanted coordinated care.

"I wanted my care to be coordinated in a more organic way. I wanted my doctors to have privileges at the same hospital, have a passing recognition of each other, so that I knew I truly had a team working with me." (:14)

Enjoyed getting expert advice within minutes.

"I'm fine now, but had he not told me what to do, I might have spent the next hour trying to figure out if I really wanted to do it. Should I be calling someone to drive me to the hospital? So, it really was exactly what I needed." (:18)

She felt her doctor listened and addressed her concerns.

"And, what CompleteCare offered me was a place to come in on that Monday, admit that I was scared, talk about my concerns, and I felt like they [her concerns] were listened to. I felt like I was validated, and we sat and came up with a plan of care that's right for me." (:22)

Recommends others who qualify consider enrolling.

"Especially if you're a woman who no longer needs your OB/GYN and you've been using urgent care as your primary care; this is where you need to be. The community of people understand that we are not youngsters. They understand what's going on with us. They're looking at our age and our concerns and helping us be the best that we can be as we move forward." (:24)