

Transcript of Media for Use guiding principles to develop Digital Care Strategy

Dr. John Vozenilek, chief medical officer OSF Innovation & OSF OnCall

"We then built systems of care tools and technologies around that, leading up to now when we have more than 800 Mission Partners (employees) that are part of OSF OnCall." Dr. Vozenilek added, "through the process of innovation, we took our creativity and put it into action and that action was realized in the care we provide through OSF OnCall today." (:23)

Jennifer Junis, senior vice president at OSF OnCall

"We wanted to create self-service tools we knew all other industries were moving towards. We wanted to put the patient's care in their own hands by creating transparency. We wanted to be proactive." (:13)

"We wanted to use data, innovation, and intelligence to be able to outreach to our patients when they needed something before they even knew they needed it. We also want to empower our clinicians and employees to have the right tools, the right technology at the right time. That would lead to care for patients where and how they wanted to receive it," Junis explained. (:26)

Brandi Clark, OSF OnCall vice president, Digital Care

"We are really focused on the end-to-end experience of our patients and the way that our patients experience us from the front end of our website. So, Aniq (from partner Fabric Health) mentioned the AI-driven Chatbot (Clare) that we have at OSF – it's a great example of the way that technology has changed the experience of the patient and enabled our caregivers to be focused where our patients need them to be." (:32)