

PRINT-From crisis to confidence: patient praises new OSF 24/7 primary care

Marci Schneider Batsakis of Orland Park, Illinois never imagined when she enrolled in a new type of primary care that offers 24/7 digital access that she would be using it the first weekend.

Schneider Batsakis was the first patient to enroll in mid-June in [OSF CompleteCare 55+](#) which offers around-the-clock digital support, plus virtual and in-person care at its new clinic at 99th and Western in south suburban Evergreen Park. She liked the idea of coordinated care that was connected to a hospital system.

"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."

OSF Complete Care 55+ is operated by OSF HealthCare, a 17-hospital system that includes OSF HealthCare Little Company of Mary Medical Center in Evergreen Park. OSF CompleteCare 55+, focuses on serving patients must be 55 or older who are experiencing two or more ongoing health conditions. For Schneider Batsakis, that's high blood pressure and arthritis.

High blood pressure was the issue six days after first enrolling. The retired nurse knew something was wrong and sure enough, her blood pressure was extremely and dangerously high. Schneider Batsakis used the OSF CompleteCare 55+ 24/7 care team phone number, and an advanced practice registered nurse listened to her symptoms and immediately told her, "Either you call an ambulance, or I will."

Schneider Batsakis said she needed that clear advice and was glad she could get it at 11:30 on a Saturday morning. She spent that night in the hospital where she received tests and was monitored.

"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."

Schneider Batsakis jokes that her daughters have degrees from Google university and in this case, they were glad their mom had someone to call and get great, reliable advice. She has also given them, as medical power of attorneys, the 24/7 care team phone number.

Schneider Batsakis' follow-up at OSF CompleteCare 55+ was the Monday morning following the weekend health emergency.

"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."

Part of Schneider Batsakis' care plan will include a referral to a registered dietitian because while in the hospital, she was tested for diabetes, and her A1C, a measurement average blood sugar levels over time, was a bit high.

She welcomes the referral and is pleased to receive expert advice on how to maintain a healthy blood sugar level.

The newly built OSF CompleteCare 55+ clinic features 12 exam rooms, on-site labs, and extended hours. Features were developed through listening sessions with the older adult community on Chicago's south side and southwest suburbs to hear what care the community wanted.

Managing medical director Sandy Valino Stock, DO, says future plans include group visits for education. OSF CompleteCare 55+ offers at-home digital monitoring tools and devices that allow 24/7 support. The clinic also features a Connect Bar, an area of the lobby where care navigators help patients get connected to OSF MyChart, messaging options and to make appointments with specialists.

Schneider Batsakis looks forward to feeling a part of a community and to getting the care where and when she needs it. The active suburban resident also encourages those 55 years and beyond to consider enrolling so they can experience a new level of access and a more personalized approach to care.

"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."

[Here's the website](#) for more information, including frequently asked questions or to get started with OSF CompleteCare 55+.