

TRANSCRIPT-Media clips for Virtual Urgent Care for summer

Kate Barth, vice president, chief nursing officer for OnDemand Services, OSF OnCall

"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." (:15)

"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." (:20)

"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." (:21)

"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!'" (:21)