

TRANSCRIPT OF MEDIA- Families Skip the Wait with New OSF OnCall Tech

Libby Derry-Mom of 12 year-old Tucker who used TytoCare, in clinic virtual urgent care

Derry was given the option of technology that allowed for an in-clinic virtual exam.

"There was a bit of a wait in front of us, maybe three or four people, but our care team member saw that I had this sick kid with me who was not feeling well and wanted to get out of that waiting room as soon as possible, and she floated the idea of this new technology called TytoCare," Derry explains. "When she said it could help us get out the door faster, we were 100% on board." (:22)

Derry used advanced digital tools that capture images and sounds from her son's ears, throat, heart and lungs — all with guidance from an on-site care team member.

"It was an amazing experience," Derry says. "We had the screen there with the provider there asking us questions. We had the tools and equipment, and the care team member walked us through what we needed to do. We were able to get the diagnosis of strep; we were able to have a prescription in hand and be out the door well before we would have been seen in the first place." (:23)

This is new technology, but Derry wasn't nervous because a care team member was there to guide her through her son's exam.

"Because our care team member was there walking us through the steps and what we needed to do, it didn't make anyone nervous. In fact, my son thought it was pretty cool to see the back of his throat as we were doing the diagnosis with the provider on screen." (:16)

She encourages others to give the technology a try, especially if you have a sick child.

"You want to be able to get home, get them on couch and kind of calmed down, and start getting better." Derry stresses, "What we really liked about it was it was fast; it was easy. We felt well cared for at the same time. I would recommend it to anyone." (:16)