



OSF[®] HEALTHCARE

OSF HealthCare offers My OSF app – one-stop option for all resources

For Immediate Release

Media Contact: [Colleen Reynolds](#) | Media Relations Coordinator, OSF HealthCare | mobile: (309) 825-7255

(October 17, 2024/Peoria, Ill.) – OSF HealthCare is introducing a new way for patients to connect. My OSF is a smart phone app that offers a single place to access OSF resources. It makes it easy to find urgent care, access OSF MyChart, navigate OSF locations, pay bills and more. My OSF empowers patients with instant access to everything they need to manage their health.

“With nearly 90% of smartphone time spent in apps, My OSF offers a modern, convenient option for patients to engage with us,” said Melissa Shipp, vice president of Digital Experience, OSF OnCall. (the digital health arm of OSF). “My OSF is an all-in-one app that simplifies interactions and consolidates key health care tasks such as finding OSF locations, accessing OSF MyChart, managing appointments and paying bills in one convenient place.”

A key feature is wayfinding to help patients navigate from their home or office to the parking lot to their medical destination. Then, it offers step-by-step directions once inside and includes floor maps to help navigate what can sometimes be dauntingly large facilities. *(Currently available at the OSF HealthCare Cancer Institute in Peoria with more locations are coming soon!)

Here are the many features within My OSF:

- Find a provider
- Find an OSF HealthCare location near you and get directions
- Get wait times for urgent care locations
- Start an OSF OnCall Urgent Care virtual visit
- Schedule an appointment
- Access OSF MyChart
- Pay a bill
- Access Clare, our 24/7 virtual health assistant, who helps patients manage symptoms and connect to a nurse anytime, anywhere.
- Discover career opportunities
- Find useful health and wellness information
- Navigate locations within large medical facilities, starting with the OSF HealthCare Cancer Institute in Peoria with additional locations being added

The My OSF app also allows users to save the most often visited features on the app as a favorite. The app is available for all smartphones to download from any app store.

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Photo cutline: Screenshot of My OSF app on smartphone

OSF HealthCare is an integrated health system owned and operated by The Sisters of the Third Order of St. Francis, headquartered in Peoria, Illinois. OSF HealthCare has 16 hospitals – 10 acute care, five critical access, 1 transitional care - with 2,131 licensed beds throughout Illinois and Michigan. OSF employs nearly 24,000 Mission Partners across 150+ locations; has two colleges of nursing; operates OSF Home Care Services, an extensive network of home health and hospice services; owns Pointcore, Inc., comprised of health care-related businesses; OSF HealthCare Foundation, the philanthropic arm for the organization; and OSF Ventures, which provides investment capital for promising health care innovation startups. In 2020, OSF OnCall was established, a digital health operating unit, including a hospital-at-home. OSF OnCall delivers care and services when, where and how patients prefer to receive them. OSF HealthCare has been recognized by *Fortune* as one of the most innovative companies in the country. re at osfhealthcare.org/.

OSF OnCall, part of Peoria, Illinois-based OSF HealthCare, offers unique, full-scale digital health and convenient care options. Providing an array of services anytime, anywhere, OSF OnCall includes digital platforms and software to connect people with care 24/7 using smartphone apps, text-based check-ins and video visits with live support. [OSF OnCall Urgent Care](#) offers in-person or virtual visits for minor injuries and illness. [OSF OnCall Connect](#) supports people through digital and at-home care. OSF OnCall also represents other at-home and hospital-based digital care including remote monitoring, intensive care and hospitalist programs, as well as a digital hospital option. Learn more at osfoncall.org.