



OSF HealthCare Prepares to Reopen Services

Increased measures in place to reduce potential for exposure to COVID-19

FOR IMMEDIATE RELEASE

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(Peoria, Ill. | May 8, 2020) – After closing non-essential services to focus efforts and resources on responding to the COVID-19 pandemic, OSF HealthCare will be reopening services with increased measures to keep those seeking care safe from infection. There will be a phased approach to bringing services across the Ministry back online through the end of May.

OSF HealthCare hospital emergency departments are open and safe, and have seen a steady decrease in patients with respiratory complaints. If someone is experiencing signs of a heart attack, stroke, or other emergency situation, call 911 to be treated quickly to have the best recovery results.

All OSF HealthCare hospitals, urgent care centers and medical offices are following strict guidelines provided by the U.S. Centers for Disease Control and Prevention for cleaning and disinfecting.

Additional safety measures OSF HealthCare has put in place include:

- Whether you have an appointment at a medical practice or are arriving at a hospital, you can expect to go through a quick screening before you enter.
- We have removed some chairs from waiting areas so patients can sit six feet apart, whenever possible. Toys, reading materials, and other objects that cannot be easily cleaned have also been removed.
- We have established special, separate care zones to serve people coming to us for elective procedures at our hospitals.
- In our medical practices, we are taking steps to have fewer patients at once; to keep those who are sick isolated from those who are well, including set times to see well patients and sick patients.
- We are expanding the time between our in-person appointments to have time for deeper more stringent cleaning and disinfecting between patients.
- We have expanded our video conferencing technology. Virtual visits allow a patient to meet face-to-face with their provider from the comfort of home. These visits are safe and effective.
- All of our care teams, including doctors and nurses, are screened daily at the start of their shift with temperature checks, to ensure those providing care are safe to be around.

As has been the case since May 1, OSF HealthCare requires anyone entering an OSF facility to wear a mask. Exceptions are made for those younger than two or those with medical conditions that prohibit wearing a mask.

OSF HealthCare seeks to partner with you and those who visit and support you. At this time, the safety of each person in our communities requires us to limit visitors. Patients who need mobility assistance, women giving birth, pediatric care, and end-of-life situations are all exceptions. There are critical situations where we will offer guidance and direction. Patients are encouraged to include family members or other supporters in their care by having them connect over the phone. Additionally, OSF care teams can suggest an array of communication tools and technologies.

For more information on COVID-19, including frequently asked questions, please visit the OSF HealthCare COVID-19 digital health hub: www.osfhealthcare.org/covid19/. If you are experiencing COVID-19 symptoms, you can connect through Clare, a digital assistant available through the OSF website, or by calling the 24/7 nurse hotline at 833-OSF-KNOW (833-673-5669).

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