

## **BROADCAST (Radio & TV)- OSF OnCall Urgent Care offers alternatives for treatment of summer illnesses and injuries**

### **LEAD IN:**

The 4<sup>th</sup> of July holiday means summer is in full swing and so are seasonal allergies and injuries from outdoor activities such as bike-riding and skateboarding ... as well as what can happen around a swimming pool or splash park. Here's something to think about if you want to avoid a trip to the emergency department.

FOR RADIO-OSF ONCALL URGENT CARE-WRAP :42 SOC

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OSF OnCall Urgent Care has been the best option for Melissa Rule of East Peoria who says her 5-year-old daughter Charlotte has had multiple bouts of strep throat and swimmer's ear. So, she's a regular at OSF OnCall Urgent Care walk-in clinics.

**"You know, I know lots of children after going to the same place, they know where they're going, and they don't want to go. She knows she gets stickers and popsicles every single time, so she's fine with it. And she knows she's going to have some relief. (:12)**

**TAG:** Patients or parents can go online or call the clinic to schedule a same-day visit between 8 a.m. to 8 p.m. Virtual appointments are also available 24/7 for ailments that can be handled that way and if not, there's no charge.

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### **Optional clip for another version**

Melissa Rule of East Peoria says she's been using OSF OnCall Urgent Care walk-in clinics for her 5-year-old daughter Charlotte's recurring swimmer's ear and a few cases of strep throat recently. She says Charlotte loves getting stickers and popsicles and so she doesn't dread the visits ... which are also quick.

**"You see the nurse; the doctor comes in [and] figures it out; nurse again; here's your paper; and you're on your way. It is a very quick turnaround time. I would say you're not sitting for 45 minutes before somebody comes in to see you. And with a child, that is very important to not be sitting there for too long, or even yourself if you're in pain." (:20)**

**TAG:** OSF OnCall Urgent Care clinics are open from 8 to 8 daily and there's a virtual urgent care option 24-7 for ailments that can be treated that way. If not, the fee is refunded.

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### **Optional cut for another version**

For many summer-related issues such as swimmer's ear, bug bites, rashes, even minor injuries ... there's a faster route to care than a trip to the emergency department. OSF HealthCare says OnCall Urgent Care walk-in clinics can handle more than you think.

**"We do sprains, breaks. We have that equipment available. And then, dependent on the results of the X-rays, we're able to splint in clinic. We can provide some durable medical equipment, so we have crutches, walking boots, different slings and splints. And then we can**

**also get patients connected with Ortho, so that we know they're going to get appropriate follow-up.” (:24)**

**TAG:** That’s Urgent Care operations director Nichole Esterdahl who says patients have embraced the ability to schedule their visit, either in-person or virtually, anywhere from 24 to 36 hours in advance. Virtual urgent care is available 24/7 option for certain ailments, and you can find out if that’s an option by using the chatbot Clare which is on the OSF website (at [osfhealthcare.org](http://osfhealthcare.org)).