

## **Media Clips Transcript for 24/7 connections support patients**

### **Pregnant patient Elexys Rosales of Bloomington, Illinois**

**"Being pregnant and having anxiety, you get so emotional and I would be crying to myself at night. I would call the nurses and they would be on the phone with me for hours sometimes, or just 30 minutes to help me calm myself down. They would talk about different things, including my future with the baby."(:23)**

**"The nurses are like my family of course. So I know they will always be there for me and support me so I would definitely ask many questions about this pregnancy of mine, especially my first time. I just don't want anything to happen to me or the baby so I think it's best to ask as many questions as you can."(:14)**

### **Brandi Clark, vice president of Digital Care, OSF OnCall**

Clark says early metrics reveal supplementing in-person care with additional support is paying off.

**"We've enrolled thousands of patients who have been discharged from our hospitals and have demonstrated a 10% or greater reduction in hospital readmissions for those patients who are enrolled in that hospital discharge program. Additionally, we're really beginning to learn about the outcomes that we're achieving with our pregnancy program and beginning to actually see some of those patients that we're taking care of delivering healthy babies."(:16)**

Clark explains tools are easy to use and the Get Well platform makes it simple to assess if patients need other support such as food, transportation, rental assistance or other drivers of health.

**"If needs are identified, we're able to connect them through our digitally-upskilled community health workers who are able to help ensure those members of our community and our patients are getting all the services that they need."(:14)**

### **OSF OnCall Digital Care Manager Kara Roat**

**"We ask questions like did you pick up your medications from the pharmacy after you left? Do you have a follow-up visit with your provider? Do you have transportation to that visit with your provider to ensure that they're successful as they leave our hospitals, so they don't get readmitted to our hospital if we can prevent it?"(:17)**

**"All of our services are in addition to the in-person care that patients should be receiving each and every day. We really strive to fill in the gaps for these patients. It allows them to receive care at any time of day or night and have the opportunity to meet with the provider (virtually) or chat with a nurse whenever is needed." (:22)**