

Transcript for Steve Looney Video and Audio Clips

OSF OnCall Connect helped ease Steve Looney's anxiety in the early days following his diagnosis.

"I had a lot of anxiety the first part of it and actually for three or four days. You worry, 'How bad is this going to get?' So that was a lot of peace of mind and I really appreciate that. I would recommend the OnCall program (OSF OnCall Connect) for anybody, especially if you are anxious or nervous or concerned about it (a COVID-19 diagnosis) because it really does ease your mind." (:24)

Steve Looney says he liked only having to use his cell phone.

"We always have our cell phone with us and it was really easy. I did not have a tablet. It was offered to me. I said, 'No I can do everything on my phone.' It worked out great." (:13)

Looney was comforted by his twice-daily check-ins.

"Because I love the outdoors, I did sit in my garage a lot in a lawn chair and just sit and stare outside. I would lay on the couch most of the time. It was really weird though because in the mornings when I would get up I would feel really good for about two hours and then it would be a total decline the rest of the day." (:24)

Looney was impressed with simple recommendations.

"As I got worse and some of my symptoms got worse, they would send me back recommendations of 'Have you tried this over-the-counter medication?' then again at 7 p.m. they would ask me the same questions." (:22)

While he spent time recovering, Looney considered others diagnosed who might not have as many resources as what he has.

"You might not have your prescriptions, you might not have your groceries. You know, the OnCall program did offer and say, 'Is there anything we can help you with,' and that was important." (:13)