

BROADCAST-From Crisis to Confidence: Patient Praises New OSF 24/7 Primary Care

ANCHOR LEAD-IN

OSF HealthCare is launching a new approach to primary care in south suburban Evergreen Park and its first patient was surprised to find herself using the 24/7 care team phone number *the first weekend* after she enrolled! But that's what the OSF CompleteCare 55+ clinic was designed for – to improve access to care and support around-the-clock.

VO or Radio Script

Marci Schneider Batsakis (bat-SACK-is) of Orland Park felt funny about 11:30 on a Saturday morning in June ... six days after she enrolled in OSF CompleteCare 55+, aimed at older adults with two or more ongoing health struggles. Batsakis' blood pressure was extremely high when she called for advice and the nurse on the other end of the line told her, "Either you call an ambulance, or I will."

It was the immediate advice she needed. Schneider Batsakis spent an overnight in the hospital for tests and monitoring and by Monday, she was at the clinic for a follow-up where her concerns mattered and a new care plan was developed.

"Especially if you're a woman who no longer needs your OB/GYN and you've been using urgent care as your primary care; this is where you need to be. The community of people understand that we are not youngsters. They understand what's going on with us. They're looking at our age and our concerns and helping us be the best that we can be as we move forward." (:24)

OSF CompleteCare 55+ offers in-person or virtual visits, including after-hours care. For more information you can go to osfhealthcare.org/completecure.