



OSF HealthCare unveils new 55+ primary care service for south suburban Chicago

Service is aimed at individuals with two or more chronic conditions

For immediate release

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(September 4, 2024/Evergreen Park, Ill.) – Leaders from OSF HealthCare and [OSF OnCall](#), the digital health arm of OSF HealthCare, revealed plans for a new, modern 55+ primary care clinic that will offer a hybrid model of care focused on improving resiliency and well-being for patients age 55 and older who have two or more chronic conditions.

The new care model is focused on individuals who are looking for a more personalized way to stay on top of their *own* health. We understand adults may be juggling the care of aging parents or grandchildren or both, managing work schedules or just generally navigating busy daily calendars, that often result in deprioritizing their own office visit. The new model focuses on easy communication, self-scheduling, navigation and 24/7 support.

During a construction update for the 6,300-square-foot building at **9858 S. Western Ave., in Evergreen Park**, leaders outlined specifics about the modern look and feel of the clinic, along with what patients can expect from this new primary care model designed specifically to meet the needs of 55+ health consumers.

The unique service will include:

- The ability to choose how you access the care – whether that's in person at the clinic, virtual or in your home
- A care navigator who will be available to help guide care across the continuum with things like insurance questions or specialty care coordination
- Remote patient monitoring which provides blood pressure cuff, scales, oxygen monitoring, and much more in your home that integrates into our medical records to ensure our care team can provide more consistent monitoring to proactively manage the chronic conditions
- Group visit to provide education and support around chronic conditions as we know having support is key to success

The facility will feature:

- Lobby area with coffee bar, fireplace and USB plug-ins
- A Connect Bar for education where navigators will help patients set up Bluetooth wearables or communication devices
- 10 exam and treatment rooms equipped for virtual visits
- Education room for group visits for education, device training, condition tracking and management
- Family consult room for private discussions that can include extended family or support individuals

"Many people 55+ are beginning to manage chronic conditions – such as diabetes, heart problems, or arthritis - and often more than one. For people in this phase of their life, OSF is excited to bring a new, proactive approach to care that gives patients multiple opportunities to access treatment and support," OSF HealthCare Little Company of Mary Medical Center President Kathleen Kinsella stressed. She added, "While this building will be the physical location, this primary care program will extend beyond these walls by incorporating a mix of virtual care, digital health monitoring tools and 24/7 access to your care team."

[National Institutes of Health Research](#) shows more than one-third of caregivers continue to provide intense care to others while suffering from poor health themselves. This highlights the importance of providing easier options for staying on top of chronic conditions for this 55+ population.

This new program is a unique collaboration between OSF HealthCare Little Company of Mary Medical Center and OSF OnCall, the digital arm of OSF HealthCare which has delivered convenient and custom digital health solutions to individuals for more than 10 years.

"At the forefront of this model are our care navigators who offer a genuine point of contact for patients, helping to coordinate all the patients' health needs," said Kate Barth, chief nursing officer and vice president, On-Demand Services, OSF OnCall. "Navigators pull in resources from a multidisciplinary care team to personalize the care experience and help patients choose the care that best fits their lifestyle, whether it be a virtual visit with a specialist, a primary care appointment right here in this building or setting up remote monitoring tools in a patient's home to regularly check vitals."

The clinic construction will take several months with a planned opening in spring of 2025.

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Photo cutline: Photo of an architect's rendering of the outside of the new 55+ primary care clinic in Evergreen Park, Illinois

OSF HealthCare is an integrated health system founded by The Sisters of the Third Order of St. Francis. Headquartered in Peoria, Illinois, OSF HealthCare has 16 hospitals – 10 acute care, five critical access, one transitional care - with 2,131 licensed beds throughout Illinois and Michigan. OSF employs nearly 24,000 Mission Partners across 150+ locations; has two colleges of nursing; operates OSF Home Care Services, an extensive network of home health and hospice services; owns Pointcore, Inc., comprised of health care-related businesses; OSF HealthCare Foundation, the philanthropic arm for the organization; and OSF Ventures, which provides investment capital for promising health care innovation startups. In 2020, OSF OnCall was established, a digital health operating unit, including a hospital-at-home. OSF OnCall delivers care and services when, where and how patients prefer to receive them. OSF HealthCare has been recognized by *Fortune* as one of the most innovative companies in the country. Learn more at osfhealthcare.org.

OSF OnCall, part of Peoria, Illinois-based OSF HealthCare, offers unique, full-scale digital health and convenient care options. Providing an array of services anytime, anywhere, OSF OnCall includes digital platforms and software to connect people with care 24/7 using smartphone apps, text-based check-ins and video visits with live support. [OSF OnCall Urgent Care](#) offers in-person or virtual visits for minor injuries and illness. [OSF OnCall Connect](#) supports people through digital and at-home care. OSF OnCall also represents other at-home and hospital-based digital care including remote monitoring, intensive care and hospitalist programs, as well as a digital hospital option. Learn more at osfoncall.org.