

TRANSCRIPT OF MEDIA-OSF OnCall virtual dermatology offers faster access to skin care

Susan Scott of Groveland, Illinois-OSF virtual dermatology patient

Scott didn't want to take time away from work for what she viewed as a minor issue.

"I didn't want another appointment in my life and so I just figured I would treat myself ... It wasn't worth the time and effort to go see a doctor and so the virtual solution was a great solution for me," Scott shares. (:25)

Scott's experience came on Labor Day, when she happened to be home and had time to address the problem.

"Much to my surprise, that same day, on Labor Day, I got an email back from a doctor telling me that the condition was eczema and that they had called in prescription to Walmart in Morton (her pharmacy) to pick up my ointment." (:25)

For Susan Scott, her experience was a revelation that the service lived up to its promise of being quick and easy.

"Filling out the form, providing my medical history, describing my condition and issues I was dealing with was quick and really didn't take much time at all. So, it really was as quick and easy as they say it is." (:21)

The service costs a flat \$60 self-pay fee and is not billed to insurance. Scott says she used an easy option.

"I was able to use my HSA (health savings account) card so that way it was somewhat discounted because I was using tax-free dollars to pay for the appointment so that was good." (:13)

Wolf says the wait time for an in-person dermatology appointment statewide in Illinois was an average of five weeks.

"When we looked into dermatology access across the state, we were noticing at least a month to two months for a wait time for non-urgent concerns. We thought that wait time was too long, especially with frontline providers wanting answers, along with patients, sooner than later to determine is this more benign or is this more serious and concerning that we need to address sooner than later?" (:24)

The service has a wide range of users.

"We're seeing anybody from one year or less up to 90 plus that are using the service. We're also noticing that family members are using the service for their loved ones as well, rather than just the patient themselves using the service." (:13)