

TRANSCRIPT-Media Clips for Rapid Access for OSF Cancer Institute

Sarah Ince, RN, MSN, director of Contact Center operations at [OSF OnCall](#)

Ince says the new rapid access model provides a central point of contact for the patient.

"They're seeking care, they're confused, they're anxious, they've maybe just received a cancer diagnosis." Ince explains. "So being able to get our patients to us quickly and effectively. So being able to give them different means – a portal, a phone call, that one central phone number to get to us, to allow patients to get where they need." (:22)

The easy transition to cancer care and support is something Ince says is personal for her.

"For me, my dad has stage four kidney cancer that's metastasized, and a patient in the community, and this is just what I needed a few years ago. So I really feel connected to this journey through my diagnostic imaging scheduling, that journey and now to the cancer institute, I feel blessed to be part of this role." (:17)

Amanda Luczkowiak, (pronounced luh-KOH-ee-ack) manager of Contact Center operations at OSF OnCall

"It's really special, and the patients feel very supported," Luczkowiak shares. "And they feel like, oh my gosh, it started. The journey now has started. I have this person that I've spoken to, I've told them all the things I need to tell them, and they're going to take it from there." (:17)

Intake coordinators make a virtual appointment to learn more about the patient's story and medical history, then they gather all records that could be relevant to the patient's diagnosis and treatment plan.

"So if we have a patient who is in Florida X amount of months a year, they might have had imaging done there, they might have had treatment there. We're gathering all that information, so the providers are really excited that the first time they see that patient – that first visit, everything is there." (:20)