

PRINT-Skip the wait with new OSF OnCall virtual exam visit

When her 12-year-old son became sick at school, Libby Derry of Germanton Hills, Illinois did what many parents do — she took him straight to [OSF OnCall Urgent Care](#). But during this in-person visit, she was introduced to something new that got them in and out much faster: a new virtual visit platform that allows for a full-scale physical exam and testing.

“There was a bit of a wait in front of us, maybe three or four people, but our care team member saw that I had this sick kid with me who was not feeling well and wanted to get out of that waiting room as soon as possible, and she floated the idea of this new technology called TytoCare,” Derry explains. “When she said it could help us get out the door faster, we were 100% on board.”

These tools and technology allow patients and families to connect with a provider virtually — using advanced digital tools that capture images and sounds from the ears, throat, heart and lungs — all with guidance from the on-screen provider and with support from an on-site care team member if needed.

“It was an amazing experience,” Derry says. “We had the screen there with the provider there asking us questions. We had the tools and equipment, and the care team member walked us through what we needed to do. We were able to get the diagnosis of strep; we were able to have a prescription in hand and be out the door well before we would have been seen in the first place.”

Derry says the process felt just as personal as an in-person visit. This is a new option, and Derry had never used it before, but she trusted her OSF Care team, so she was not nervous to give it a try.

Technology support is in the room

“Because our care team member was there walking us through the steps and what we needed to do, it didn’t make anyone nervous. In fact, my son thought it was pretty cool to see the back of his throat as we were doing the diagnosis with the provider on screen.”

It’s a virtual visit but with the added assessment and ability to test for diagnoses such as strep, flu, and RSV. She encourages others to give the technology a try, especially if you have a sick child.

“You want to be able to get home, get them on couch and kind of calmed down, and start getting better.” Derry stresses, “What we really liked about it was it was fast; it was easy. We felt well cared for at the same time. I would recommend it to anyone.”

As with any experience at an OSF OnCall Urgent Care clinic, if at any time the care team thinks someone needs to be seen in person by a provider for more complex care, they can immediately be re-directed to in-person care within the clinic.

The new platform allows for an in-person virtual exam is available at OSF OnCall locations in Rantoul, Galesburg, Ottawa, and all Peoria, Bloomington-Normal, and Danville locations. In December it’ll be available in Morris and Sycamore and by January, the in-person virtual assessments will be available in the Chicago suburbs of Evergreen Park, Merrionette Park and two locations in Oak Lawn.

This new technology is one of several digital approaches OSF HealthCare is using to ensure easy, quick, convenient care for patients and families.