

TRANSCRIPT OF MEDIA- OSF CompleteCare 55+ marks first year with growth and improved community health

Carla Richardson of Beverly. 77-year-old patient at OSF CompleteCare 55+

Carla Richardson says the vibe of the new clinic is great.

"They're glad to see you. You don't feel like you're a patient. You feel like you're going somewhere where someone really cares about you. They keep in touch with you, which is so important. I get texts from Taylor [Taylor Wen, PA, her OSF CompleteCare 55+ provider] on MyChart, and it's just an interaction that is rare." (:28)

Richardson has been thrilled with her experience.

"My first experience with Taylor was just phenomenal. She was knowledgeable, patient, and she seemed like she cared. And going to doctors, sometimes you're just a patient number. And I didn't feel that here." (:20)

She's learned to use OSF MyChart, and it keeps her connected to Wen.

"It's easy to use, and it helps me monitor and keep up with my own health issues. I like the fact it reminds me when I have appointments coming up. I'm retired but I'm still busy." (:22)

Richardson remembers when doctors made house calls and says the care she's getting now reminds her of that.

"When the doctor would come to your house with his bag. I know it was 100 years ago. But it's so personal now, here. And you go to other places, and you're waiting and waiting. And no one really seems to care." (:20)

Dr. Valino Stock, medical director OSF CompleteCare 55+

Dr. Valino Stock says about half of the people who use the clinic take advantage of virtual visits, while the other half are seen in-person.

"Patients love the virtual concept because they don't have to miss as much work. It's just convenient for them," Dr. Valino Stock shares. "Sometimes it's a case where the patient comes into the clinic and their loved one wants to be tuned in, but they're at work. So, they can be virtual during that visit, and they can be present if they need to be." (:22)

Patient's GLP-1 journey requires regular check-ins and medication management.

"We see them monthly for the most part as they're getting started on these GLP-1s. So patients have better success at getting healthier, whether it's controlling their blood sugars or lowering their weight and doing it in a healthy manner where they can maintain their muscle and minimize the side effects." (:20)

Following major reviews, experts now recognize that for most healthy women under 60 or within 10 years of the onset of menopause, the benefits of HRT far outweigh the risks.

“If no contraindications, we can help women sleep better, have a little bit more energy, feel themselves and just continue life because life is very busy. So if we can help a woman get a good night’s sleep, everything changes for that woman.” (:20)