



OSF[®] HEALTHCARE

New OSF HealthCare patients now have 24/7 access to care where and when they need it

For immediate release

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(Peru, Ill. | November 14, 2023) -- OSF HealthCare patients at two medical group offices in Peru and another in Granville have additional options to access care with technology that supports after-hours communication.

OSF HealthCare Western Region CEO AJ Querciagrossa points out that adding so many new patients has come with the challenge of fielding more than 3,000 calls a week from the Illinois Valley. In response, OSF has hired more staff to handle the additional calls and prevent long wait times.

Going forward, with extra support, new patients will be able to call to make an appointment with their doctor's office 24/7; they don't have to wait to call during traditional business hours.

"We are committed to improvements and to providing a great experience for patients as we work diligently to maintain access to high-quality care close to home for residents in the region."- AJ Querciagrossa

Querciagrossa also suggests trying out OSF MyChart (osfhealthcare.org/osf-mychart), an online portal that, among other things, gives quick access to test results, health records, notes from a doctor's visit, plus the ability to message a provider about the need for medication refills or with a question about care. It's also an easy option to schedule, cancel or re-schedule an appointment for an in-person or virtual visit.

Sickness and injuries happen at all hours. As an OSF patient, there's another way to possibly skip a trip to the emergency department to get after-hours care for minor illnesses and injuries through virtual visits at OSF OnCall Urgent Care. Patients can hop on the OSF OnCall website (osfoncall.org/urgentcare) or grab their phone to connect to an online interview or video visit to receive high-quality care from an OSF provider.

Through the OSF website, osfhealthcare.org, individuals can also chat with virtual assistant Clare who can answer questions about symptoms and suggest the best options to receive care.

For patients who qualify, there are opportunities for expanded support through special digital care programs:

- Health and wellness
- Remote monitoring for chronic conditions
- Pregnancy and postpartum
- Pediatric respiratory monitoring

"Our Mission is to serve with the greatest care and love, and we are prepared to compassionately listen to patients for input about the new ways of reaching us and accessing their care team," Querciagrossa stresses.

For more information and answers to frequently asked questions, please visit osfhealthcare.org/hereforyou.

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OSF HealthCare is an integrated health system owned and operated 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, 1 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. 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.