



OSF[®] HEALTHCARE

OSF HealthCare Offering Digital Solution to Screen for Coronavirus (COVID-19)

FOR IMMEDIATE RELEASE

Contact: [Colleen Reynolds](#) | Media Relations Coordinator, OSF HealthCare | (309) 825-7255

(March 13, 2020 | Peoria, Illinois) – OSF HealthCare has always taken a leadership role in preparing for and responding to the spread of infectious diseases. To better serve our patients and the community, OSF HealthCare has launched an updated digital solution to help educate and triage people who are concerned about COVID-19.

Clare, the virtual assistant chatbot on the [home page of OSF HealthCare](#), is now equipped to screen for and educate the public about COVID-19.

“OSF HealthCare wants to reduce anxiety during this uncertain time with the COVID-19 situation,” said Abby Lotz, vice president, OSF Saint Gabriel Digital Care. “To ease concerns, we are encouraging the public to use Clare, our virtual assistant to get the most up to date information, share symptoms, and more. Clare provides a safe experience for consumers to access medical professionals without the need to travel to a facility and risk possible exposure.”

Launched in December 2019, Clare was updated on March 13, 2020 to provide screening and education directly related to COVID-19. The chatbot will listen for symptoms of COVID-19 and ask relevant follow-up questions, such as travel history, and whether a person is aware if they’ve been exposed to others with the illness.

If necessary, Clare will direct patients to a newly established triage line. Staffed 24/7, community members who are symptomatic or considered at-risk will be able to access trained medical professionals at no cost for advice on testing and care.

“It’s a challenge for people to know which type of care is best because people aren’t trained medically to triage their cough or fever,” said Lotz. “We believe this innovative solution for patients will be extremely helpful for everyone in the communities we serve to better prepare for and protect themselves from the spread of COVID-19.”

Clare will continuously be updated based on guidelines from the Center of Disease Control and Prevention and the World Health Organization.

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Additional information:

- Clare can be used on Firefox, Chrome, and mobile browsers but does not work in Internet Explorer.
- If your browser has a pop-up blocker, it will need to be turned off before Clare will be activated.

About OSF HealthCare 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 employs more than 23,600 Mission Partners in 147 locations, including 14 hospitals – nine acute care, four critical access – with 2,097 licensed beds, and two colleges of nursing throughout Illinois and Michigan. The OSF HealthCare physician network employs more than 1,500 primary care, specialist and advanced practice providers. OSF HealthCare, through OSF Home Care Services, operates an extensive network of home health and hospice services. It also 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. More at <https://www.osfhealthcare.org>.