

Translation of Video-Abby Lotz, VP & Chief Nursing Officer, St. Gabriel Digital Health, OSF HealthCare

Abby Lotz says OSF has months of experience since the start of the pandemic of supporting people quarantined at home.

“Personalized health care and safety is what we do best at OSF HealthCare so we are happy to partner with the U of I Urbana-Champaign campus and to provide the support needed to bring students back to campus safely. We look forward to making sure everyone feels supported as we enter into new territory and new time,” said Abby Lotz, Vice President and Chief Nursing Officer, St. Gabriel Digital Health, OSF HealthCare. (:18)

There are several ways students, faculty and staff can get support for questions, concerns about symptoms, and next steps.

“Just as we have extended our digital assistant *Clare* to our communities, *Clare* will be available to all of the students on campus. We will also have our 24/7 Nurse Hotline available to all of the students, faculty members and staff at the U of I as they return to campus and also experience this pandemic return if they would need anything.” (:24)

Physicist Nigel Goldenfeld and bioengineering Professor Sergei Maslov, who developed models of the disease for the state and campus, said they think cases can be kept to a level that can be traced and won't overwhelm the hospital system. Throughout the semester, it shows that the number of active cases at any one time should remain below 100. Lotz is confident OSF HealthCare will be able to handle the support required for those with questions and those requiring quarantine.

“Modeling is interesting and we've learned a lot of lessons. We've become more efficient and we've learned how to connect with people in the way that they want to be cared for, so I'm confident we'll be able to support them over the next few months.” (:14)

COVID-19 Care Kits can be delivered to anyone who is in quarantine. It will include education, a thermometer, hand sanitizer, plus a behavioral health app, backed by OSF live support plus software to monitor symptoms and provide two-way communication with health care providers.

“And that will give you daily alerts, reminders; you'll enter information in there every day about how you're feeling, your symptoms, your temperature and then you're also able to message with the health care professionals through the application. So, if you have questions, you can ask those through the application. If you just need someone to talk to, you can message through the application and then we can also get a hold of them if we see anything concerning that they are entering in we're also able to message them. So, it's a two-way communication method.” (:31)