





OSF PROMPTCARE



OSF ONCALL

WHEN TO USE

ALWAYS CALL 9-1-1 IN CASE OF AN EMERGENCY

Use for severe and life-threatening conditions.

Use if your condition isn't life-threatening but needs to be taken care of right away.

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ACCESSIBILITY



Located in the hospital for walk-in, emergency visits.



Located in a clinic for walk-in visits.



Accessible online, from your smartphone, tablet or computer. Visit osfhealthcare.org/virtual

HOURS

24 hours a day, 365 days a year. Open daily with extended evening hours.

24 hours a day, 365 days a year.

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COST



Usually the most expensive option; costs varies depending on your insurance and co-pay.



Costs vary based on services provided.



Flat fee of \$35.

If a provider determines the condition requires an in-person visit, the patient will not be charged for the online visit.

CONDITIONS TREATED

Blurred vision

Broken bones

Chest pain — especially if it radiates to your arm or jaw or is accompanied by sweating, vomiting or shortness of breath

Dislocated joints

Eye injury

Head injury

High fever with rash – or fever in a newborn

Seizures

Severe abdominal pain

Sudden dizziness, weakness or loss of coordination or balance

Sudden severe headache

Uncontrolled bleeding

Allergies

Cold

Cold sore

Congestion

Ear pain

Flu

Headache

Insect bites

Minor cuts or burns

Pink eye

Poison ivy

Rash

Sinus infection

Sore throat

Sprains and strains

Urinary tract infection

Vomiting

Allergies

Cold

Cold sore

Congestion

Flu

Headache

Insect bites

Minor cuts or burns

Pink eye

Poison ivy

Rash

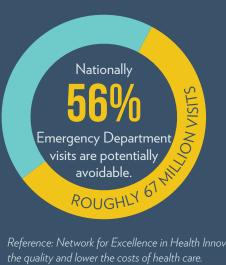
Sinus infection

Sore throat

Sprains and strains

Urinary tract infection

Vomiting



1/3

of Emergency Department visits are made during regular business hours when primary care offices and urgent care centers are open.



Patients who had tele-health "virtual visits" with clinicians to diagnose and treat routine childhood symptoms

USED THE EMERGENCY DEPARTMENT 22% LESS

than patients who did not use these services.

Reference: Network for Excellence in Health Innovation (NEHI) – a nonprofit, non-partisan health policy institute focused on enabling innovations that improve the quality and lower the costs of health care.