

# Frequently Asked Questions

## OSF Medical Group – Urology

Like many health systems across the country, OSF HealthCare is experiencing challenges related to the nationwide urologist shortage. The OSF Medical Group – Urology practice in Peoria is actively recruiting additional physicians and advanced practice providers to expand capacity and be able to care for more patients in the near future.

OSF HealthCare remains committed to ensuring patients continue to receive the high-quality, compassionate care they deserve while we work to grow our provider team and meet community needs.

### Q: Is OSF Medical Group – Urology in Peoria closing?

A: No. Several of our advanced practice providers are leaving OSF Medical Group – Urology, which temporarily limits the number of patients we can safely care for. Some patients received letters with guidance on finding another urology provider until our team is fully staffed again. Our goal is to ensure every patient has access to the care they need. Some patients will continue their care with OSF Medical Group – Urology.

### Q: How do I know if I am impacted by this change?

A: If you are the patient of one of the following urology providers, you will need to establish care with a new urology provider:

- Kayla Brugger, NP
- Kyle Clark, PA
- Jennifer Gonzalez, APRN
- Laura Ramirez, PA
- Jodi Stoner, APRN
- Sarah White, APRN

If you received a letter but are not a regular patient of any of these providers or are unsure who your primary urology provider is, you can check your OSF MyChart account or send a message to your care team for assistance.

### Q: What if I do not have an OSF MyChart account?

A: You can sign up for OSF MyChart at this link (<https://www.osfmychart.org/OSFMyChart/app/activation>) using either an activation code from your provider or simply your information.

### Q: Why are so many APRNs leaving the practice?

A: Several of our advanced practice providers have chosen to leave the Peoria urology practice for personal and professional reasons, including continuing their careers within OSF in other clinical areas. While this transition has created a temporary gap in our clinic's capacity, OSF remains committed to ensuring patients receive safe, high-quality care. We are actively recruiting new providers and APRNs to restore full access to urology services as soon as possible.



**Q: Is it possible to transition my care to another urology provider at OSF Medical Group - Urology?**

A: We are currently helping some patients transition their care to Erin Mowers, MD, a urogynecologist with OSF HealthCare who is now accepting new patients. Dr. Mowers provides care for women with specific urologic conditions, and our team will reach out to patients whose needs fall within her scope of practice to assist with that transition.

We have also hired a new APRN who will begin seeing patients in March. Two new urologists are scheduled to begin seeing patients in July and August 2026. Recruitment for additional advanced practice providers is ongoing, supported by a sign-on bonus to help bring more qualified providers to our team. If you do not have urgent urologic needs, please contact our office in June about establishing care with one of these new providers. If you have an urgent need, you will need to establish care outside our office.

**Q: How do I know if I need to find a new urology provider right away?**

A: Patients with ongoing chronic conditions, active medication needs or appointments scheduled within the next 30 days should prioritize finding a new provider quickly. If your care is more routine or you don't have urgent needs, you may have a bit more time to explore your options or remain with our practice once we are fully staffed again. If you're unsure, please contact your urology care team through OSF MyChart for guidance.

**Q: Can I get a referral to another urology practice?**

A: Yes. If your insurance requires a referral to see a specialist, you can work with your primary care provider to coordinate one. Our goal is to help you continue receiving timely urological care, even if that means visiting another practice.

Please refer to a list of other trusted urology providers at the bottom of this page.

**Q: I am not a patient of one of the listed APRNs who are leaving. Why did I receive this letter?**

A: Some patients who are not under the care of one of the listed providers may have received the letter in error. We sincerely apologize for any confusion or concern this has caused.

In some cases, patients who are not directly assigned to those providers may still be impacted or discharged from the practice due to reduced staffing. Receiving a letter does not necessarily mean your care is being transitioned.

If you received a letter and are unsure whether you are affected, please send a message to your urology care team through OSF MyChart. Our team will confirm your provider status and next steps to ensure your care continues as smoothly as possible.

**Q: How will this affect my insurance coverage for urology appointments?**

A: Your insurance coverage will remain the same. However, if you transition your care to a new urology provider outside of OSF, coverage will depend on whether that provider is in your insurance network. We recommend contacting your insurance company directly to confirm coverage and any referral requirements before scheduling an appointment.

**Q: Will a urologist be available in the OSF HealthCare Saint Francis Medical Center emergency department if I have an emergency?**

A: Yes. If you come to the emergency department and need urologic care, a urologist from the hospital will be consulted and will see you in the hospital. Patients will continue to receive the same high-quality, coordinated care in emergency situations.



**Q: Will a urologist still see me if I am admitted to the hospital?**

A: Yes. If you are admitted to the hospital and need urologic care, one of our urologists or advanced practice providers will manage your care throughout your inpatient stay. For outpatient needs during this transition period, our urology team is prioritizing patients with the most urgent or complex needs and coordinating care with other specialists when appropriate to ensure you continue to receive safe, timely treatment.

**Q: How can I secure my medical records so I can share them with a new provider?**

A: You can request your medical records through your OSF MyChart account. If you need assistance with this process [click here](#) or contact medical records at (309) 205-6977. Records can be sent directly to your new provider or to you for sharing.

**Q: If I have an upcoming appointment scheduled, will it be canceled or transitioned to someone else within the practice?**

A: If you are a patient of Jubilee Phan, MD, Wendy Padilla, MD, Eric Simpson, DO, Erin Mowers, MD or Nate Bryant, APRN, please keep all scheduled future appointments. All other patient appointments will be canceled at this time.

**Q: Who can I talk to if I have more questions?**

A: If you have additional questions, please send an OSF MyChart message to your urology care team. Because we are helping a large number of patients navigate their next steps, response times may be longer than usual. We truly appreciate your patience and want to assure you that we are doing everything we can to respond as quickly as possible and ensure your concerns are addressed.

**Q: I sent an OSF MyChart message and haven't heard back. What should I do?**

A: During this time, we kindly request that you allow 5-7 business days for us to respond to all OSF MyChart messages. If you have not received a response by that time, or have an urgent issue, please call (309) 308-0920 and press option 3.

## Urology Provider Options

**Peoria and Central Illinois**

Midwest Urological Group, Ltd  
7309 N Knoxville Ave, Peoria, IL 61614  
(309) 692-9898

SIU Medicine Urology  
747 N. Rutledge St. 5<sup>th</sup> floor  
Springfield, IL 62702  
(217) 545-8000

Springfield Clinic – Urology  
Various locations in Illinois including Carlinville, Hopedale, Pana, Normal, Decatur, Jacksonville, Lincoln.  
Taylorville  
(217) 528-7541, Ext 71436



Chalian, Leak and Catarinicchia Urology  
Premier Medical Group  
1401 Eastland Dr # B  
Bloomington, IL 61701  
(309) 663-9424

Christie Clinic Urology – Bloomington  
2502 E Empire St Suite C  
Bloomington, IL 61704  
(217) 366-1240

Graham Medical Group Urology  
180 S. Main  
Canton, IL 61520  
(309) 647-0201

**Quad Cities and Eastern Iowa**

Urological Associates, PC  
3319 Spring St, Suite 202  
Davenport, IA 52807  
(563) 359-1641

Physicians' Clinic of Iowa – Urology  
202 10th St SE, Suite 100 (Level 1)  
Cedar Rapids, IA 52403  
(319) 363-8171

University of Iowa Department of Urology  
Various locations including Iowa City  
(319) 356-2421

**Rockford/Northern Illinois**

Rockford Urological Associates  
351 Executive Pkwy, Suite L4  
Rockford, IL 61107  
(815) 398-4057

Urological Associates, PC  
600 Valley View Dr.  
Upper Level Suite  
Moline, IL 61265  
(309) 757-7196  
(800) 456-0407

Illinois Urological Health Surgeons  
215 E. First St, Suite 211  
Dixon, IL 61021  
(815) 234-0064

Illinois Urological Health Surgeons  
4040 Progress Blvd  
Peru, IL 61354  
(815)239-6308

Illinois Urological Health Surgeons  
920 West St, Suite 112  
Peru, IL 61354  
(815) 239-6308

Illinois Urological Health Surgeons  
1050 E. Norris Dr, Suite 1C  
Ottawa, IL 61350  
(815) 239-6308

Illinois Urological Health Surgeons  
111 Spring St, 5<sup>th</sup> Floor  
Streator, IL, 61364  
(815) 239-6308

Illinois Urological Health Surgeons  
530 Park Ave East, Suite, 201  
Princeton, IL 61356  
(815) 239-6308

**Indianapolis, IN**

IU Health Urology- Downtown Indianapolis  
535 Barnhill Dr, Suite 320  
Indianapolis IN 46202  
(317) 944-7451  
(877) 362-2778

**St. Louis, MO**

Washington University Division of Urology  
Various locations in St. Louis and southern Illinois  
(314) 362-8200

**Chicago Metro**

Northwestern Medicine Urology  
[Northwestern Memorial Hospital Galter Pavilion](#)  
675 North Saint Clair Street  
20<sup>th</sup> Floor, Suite 150  
Chicago, IL 60611  
(312) 695-8146

UChicago Medicine – Urology  
5758 S Maryland Ave  
Chicago, IL 60637  
(888) 824-0200

Loyola Medicine – Urology  
17901 La Grange Rd  
Tinley Park, IL 60487  
(888) 584-7888

UIC Department of Urology  
1818 W. Taylor St., Suite 1E  
Chicago, IL 60612  
(312) 996-2779

UroPartners – Chicago (Rush Professional Bldg.)  
1725 W Harrison St, Suite 352, Chicago, IL 60612  
(312) 563-5000

UroPartners – Park Ridge  
350 S Northwest Hwy, Suite 106  
Park Ridge, IL 60068  
(847) 470-1500.

**Rochester, MN**

Mayo Clinic Urology  
200 1<sup>st</sup> St. SW  
Rochester, MN 55905  
(507) 284-2511