



OSF OnCall

About Us

OSF OnCall is the digital health operating entity of OSF HealthCare, a Catholic health care system with 18 inpatient facilities in Illinois and the Upper Peninsula of Michigan. Providing convenient and custom digital health solutions anytime, anywhere, OSF OnCall includes digital platforms to connect people with care 24/7 using smartphone apps, text-based check-ins and video visits with live support.

The work of OSF OnCall falls under three divisions:

- **Digital Experience** streamlines patient access and scheduling through tools like proactive text outreach, 24/7 digital care team support and AI virtual assistant Clare, making it easier to get care, manage appointments, pay bills and more.
- **Digital Care** delivers a variety of high-quality, patient-centered care programs in acute and community settings, combining advanced technology with human connection.
- **On Demand Services** offers quick, affordable care both in-person and virtually, making it easy for patients to get urgent care, imaging and more when and where they need it.

Vision

Always be present where I am. OSF OnCall is an always-available care platform providing individuals with what they need to navigate their health and wellness journey – wherever they are.

Key Services

- Advanced Care
- CareHub
- Enhanced home care
- HealthEase
- King Care-A-Van
- My OSF app
- Nurse Triage 24/7
- On Demand staffing
- OnCall Imaging
- OSF CompleteCare 55+
- OSF OnCall Connect
- OSF OnCall Connect
- OSF OnCall Contact Center
- OSF OnCall Digital Hospital
- OSF OnCall Urgent Care – virtual and in-person
- Safety Companions
- Virtual assistant, Clare
- Virtual Emergency Department
- Virtual inpatient care
- Virtual nursing
- Virtual specialty

On the Go

FY25 Statistics

Digital Experience

Diagnostic scheduling volume.....	387,212
Office scheduling volume.....	260,830
Primary care new patient appointments	25,868
Cancer intake appointments.....	279

Digital Care

Health programs enrollment.....	38,060
SilverCloud enrollments.....	718
Behavioral health navigation visits	4,971
Acute care beds served.....	850
Digital Hospital admissions.....	1,213

On Demand Services

Urgent care visits.....	287,194
Urgent care new patients	35,080
OSF CompleteCare 55+ patients	385
Mobile health volume – Provider visits	182
Mobile health volume – Events.....	153



OSF OnCall locations

- OSF OnCall
- OSF CompleteCare 55+
- OSF OnCall Urgent Care
- OSF hospitals
- OnCall Imaging Center

