



OSF OnCall

About Us

OSF OnCall, the digital arm of OSF HealthCare, delivers convenient and custom digital health solutions. Providing an array of services 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
- Digital nurse
- Enhanced home care
- HealthEase
- King Care-A-Van
- My OSF app
- OnCall Imaging
- OSF CompleteCare 55+
- OSF OnCall Connect digital health programs
- OSF OnCall Connect On the Go
- OSF OnCall Contact Center
- OSF OnCall Digital Hospital
- OSF OnCall Urgent Care – virtual and in-person
- Virtual assistant, Clare
- Virtual hospitalist
- Virtual intensive care
- Virtual nursing

FY24 statistics

OSF OnCall Urgent Care volume	280,777
HealthEase enrollments	1,193
Gross revenue	\$497,046
Diagnostic scheduling interactions:	
Inbound	541,500
Outbound	522,787
Office scheduling interactions	1,081,553
OnCall Imaging volume	1,947

Medicaid Innovation Collaborative*

Cancer screenings scheduled	8,588
Advanced Care enrollments	584
Chronic disease management enrollments	6,864
Health and wellness enrollments	30,583
Maternal and child health enrollments	4,095

*Data since program launch in 2022 through September 2024

OSF OnCall locations

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

