



OSF HealthCare COVID-19 Digital Response

Saint Gabriel Digital Health & OSF Innovation

COVID-19 Digital Response

Response Support

OSF HealthCare – Clare

Our digital assistant (Chat Bot) utilizes AI technology to digitally triage symptoms

OSF HealthCare – COVID Companion

A free texting program that offers tips, local resources and most recently COVID-19 symptom checker

OSF HealthCare – SilverCloud

A free secure, anonymous and interactive digital platform to help you manage the feelings and causes of stress, anxiety or depression



OSF HealthCare – 24/7 Nurse Triage

OSF HealthCare COVID-19 Response Call Center (833) OSF-KNOW

OSF HealthCare – 24/7 Provider Visits

OSF HealthCare COVID-19 telephony and virtual/video visits



OSF HealthCare – Pandemic Health Worker (PHW)

A trusted community member who assists with slowing the rate of new infections by allowing patients to shelter in place



OSF HealthCare – Constant Care and eHospitalists

Cares for individuals demonstrating COVID-19 symptoms that need Hospitalization



OSF HealthCare – Acute Covid at Home

Designed for lower acuity patients who are at risk for potential hospitalization

OSF HealthCare – Digital Hospital at Home

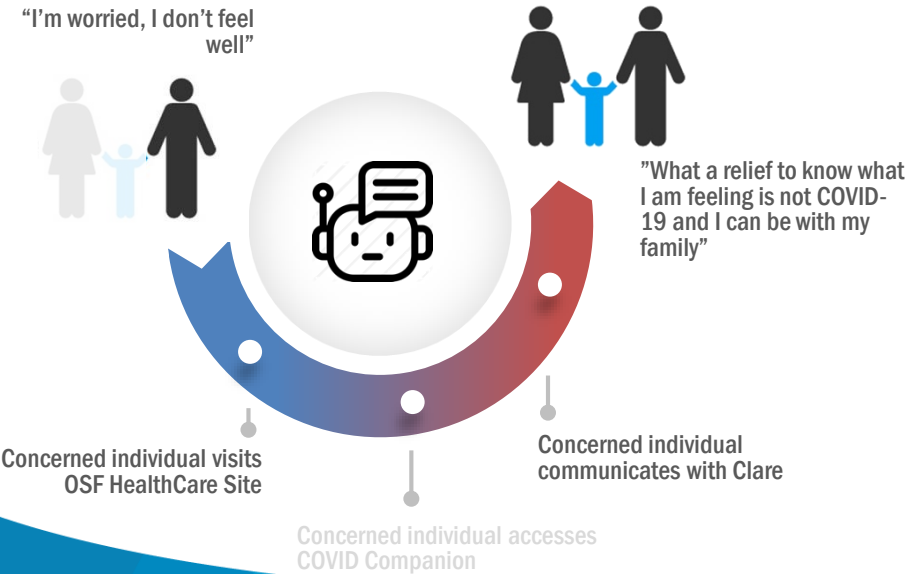
Designed for lower acuity non Covid patients who can transition from the hospital to home



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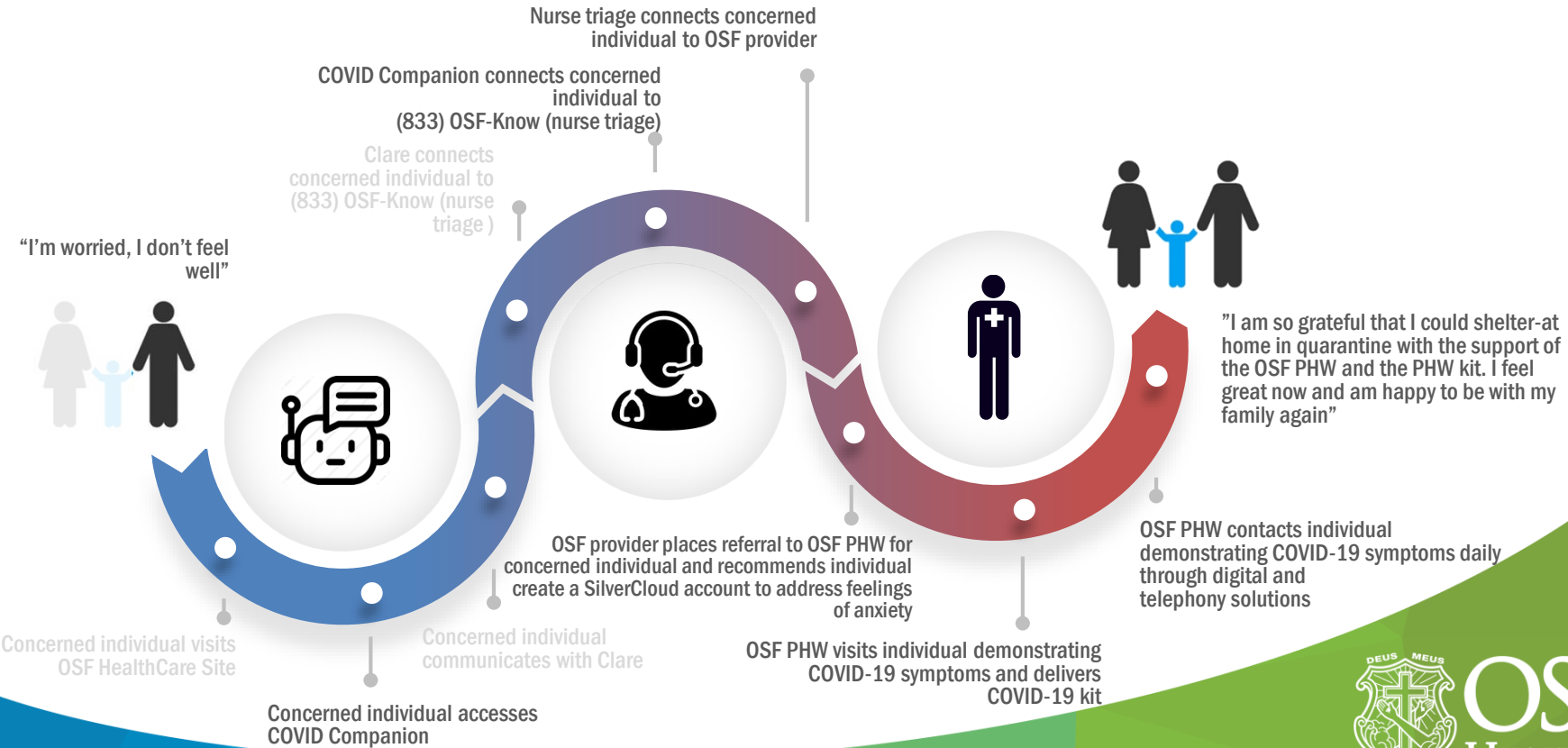
Patient Journey's – Non COVID-19 symptoms



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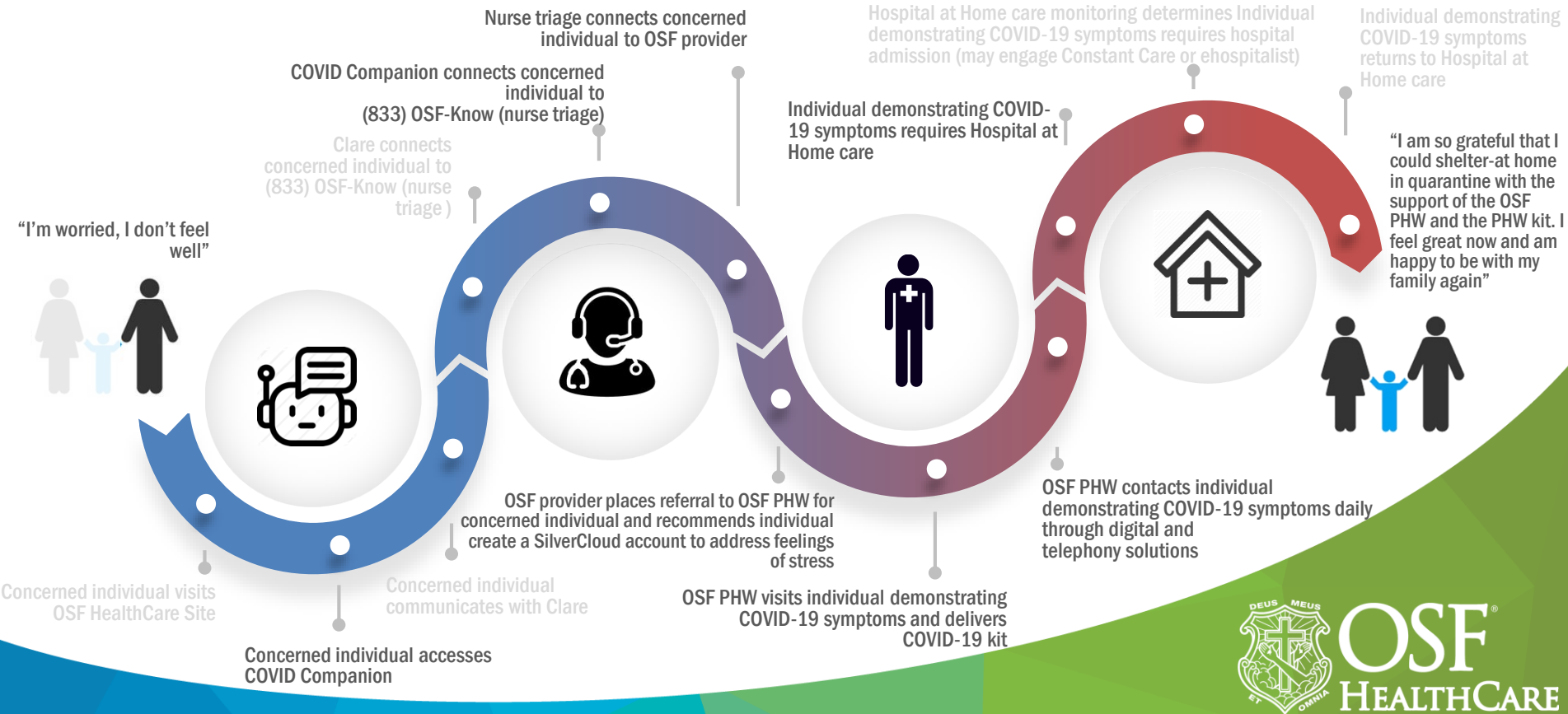
Patient Journey's – demonstrating COVID-19 symptoms – in home monitoring



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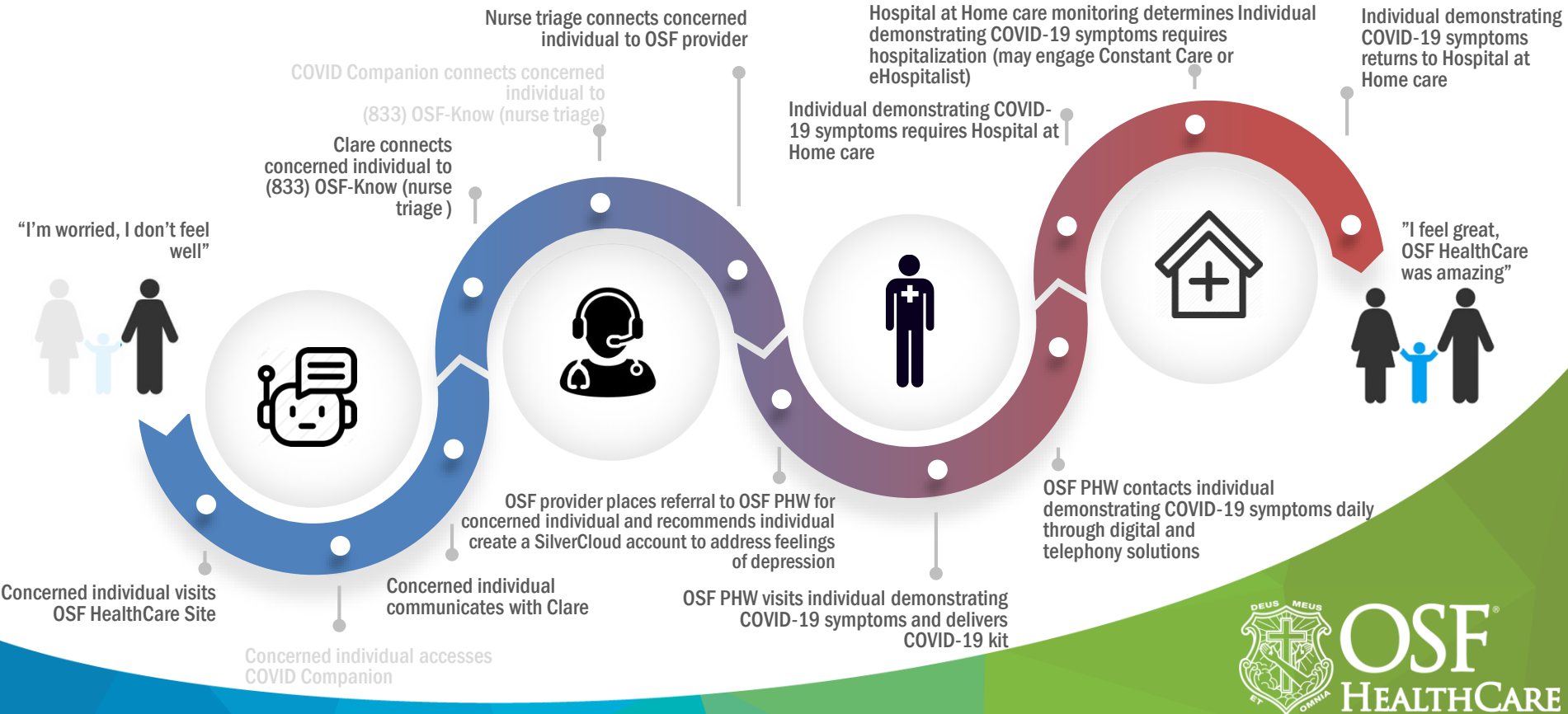
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Patient Journey's - demonstrating COVID-19 symptoms – care at home



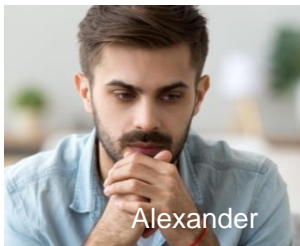
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Patient Journey's - demonstrating COVID-19 symptoms – hospitalization



COVID-19 Concerned Community Residents

Concerned



Alexander

- 27 year old European male
- Has had a mild sore throat for two days
- Has sheltered in place since the governors order
- No known contact with person exhibiting COVID-19 symptoms

Concerned with possible symptom



Isabel

- 47 year old Hispanic female
- Has had a headache and tightness of breathing
- Co-worker was diagnosed with COVID-19 but no known contact with individual

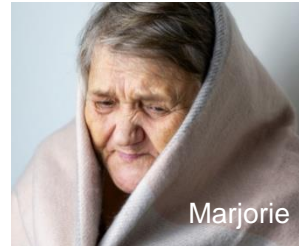
Concerned with all symptoms



Andre

- 65 year old African American male
- Began experiencing all COVID-19 symptoms last night
- Has Diabetes type-2, hypertension, history of smoking and recent stroke
- Has not been outside of home

Concerned requiring immediate intervention



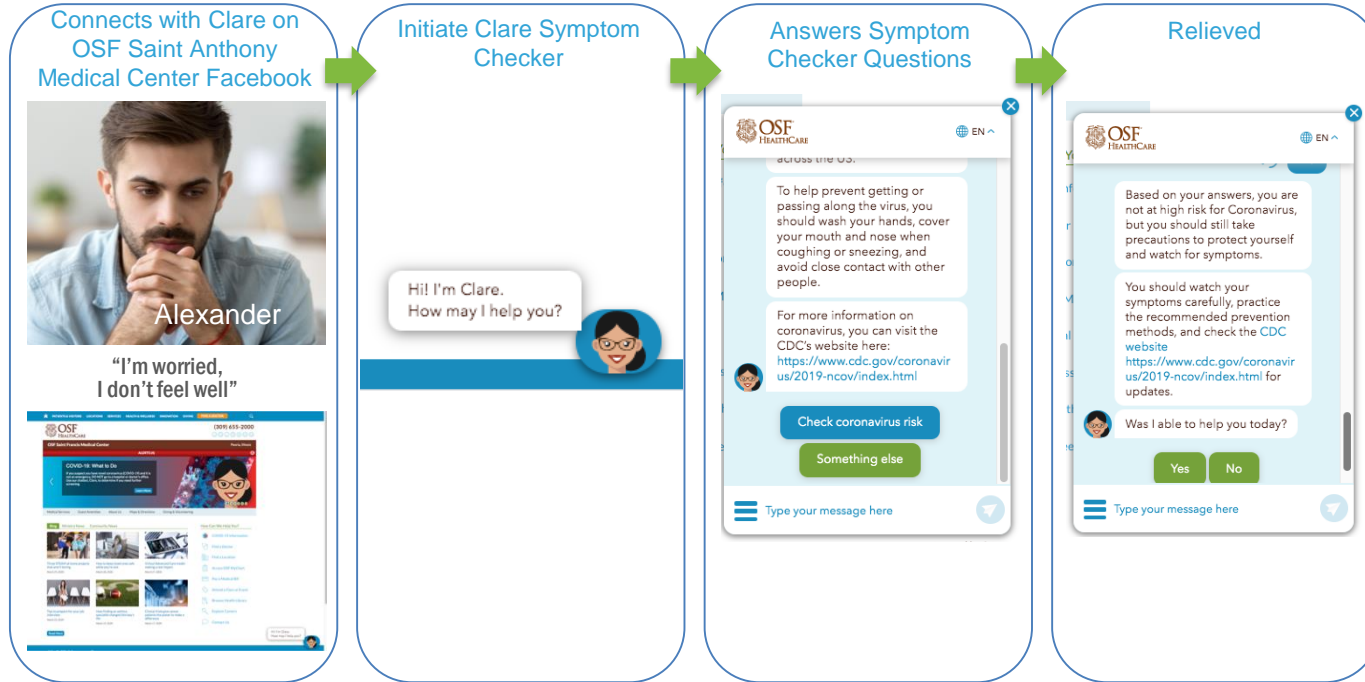
Marjorie

- 86 year old Caucasian female
- Has experienced all the COVID_19 symptoms for the past 5 days
- Lives on fixed income with no transportation
- Daughter visits regularly and has co-workers diagnosed with COVID-19



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Alexanders COVID-19 digital care

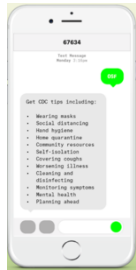


Isabel's COVID-19 digital care

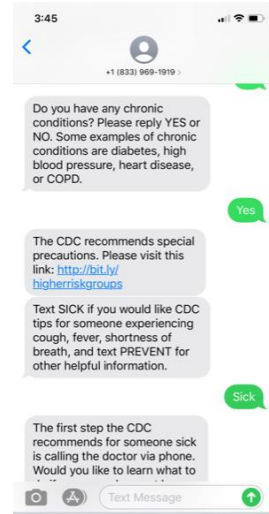
Connects with COVID Companion on her phone



"I'm worried,
I don't feel well"



Initiate COVID Companion Symptom Checker



Nurse Triage connects to provider triage



Isabel is referred
to Pandemic
Health Worker
program

PHW visits daily until symptoms resolve



"I am so grateful that I could
shelter-at home in quarantine
with the support of the OSF
PHW and the PHW kit. I feel
great now and am happy to be
with my family again" - Isabel



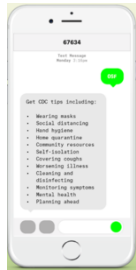
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Andre's COVID-19 digital care

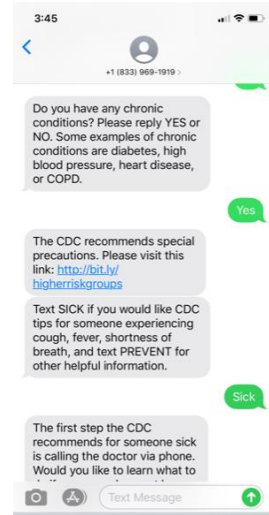
Connects with COVID Companion on his phone



"I'm worried, I don't feel well"



Initiate COVID Companion Symptom Checker



Nurse Triage connects to provider triage



Andre is referred to Pandemic Health Worker program

PHW visits daily



Due to Andre's symptoms progression, OSF HealthCare Acute Covid at Home is referred

Acute Covid at Home team monitors Andre three times a day until symptom free



"I have never been one to understand technology, but seeing how I was cared for through my COVID-19 illness, I have a true appreciation for it and OSF HealthCare" - Andre

Marjorie's COVID-19 digital care

Connects with OSF HealthCare COVID-19 Hotline



Marjorie

"I'm worried,
I don't feel well"



Calls (833) OSF-KNOW

Nurse Triage connects to provider triage



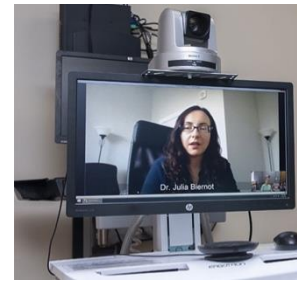
Andre is referred to
Pandemic Health
Worker program

PHW visits daily



Due to Andre's
symptoms
progression, OSF
HealthCare Acute
Covid at Home is
referred

Inpatient team including
ConstanCare care for
Marjorie



Within three days
Marjorie has improved
symptoms and can
return to her home

Transfer back to Acute
Covid at Home. Team
monitors Marjorie until
symptom free



"All I know is a whole group of
people helped me to get back
on my feet again mostly at
home. I feel great, everyone
from OSF HealthCare was
amazing" - Marjorie

Pandemic Health Worker Pods Cross Illinois

