

What is OSF OnCall?

OSF OnCall is 24/7 health care available by phone or video. Answer a few questions about your condition and request a virtual visit. You will usually be connected to a provider within 30 minutes, and most times in less than 15 minutes. Our providers can diagnose and treat a number of minor illnesses. You don't have to make an appointment, wait in a waiting room, or even leave your couch!

Who is eligible?

OSF OnCall is available to people of all ages who live in Illinois. Virtual visits are NOT available to those covered under government insurance such as Medicare, Medicare Advantage, or Medicaid due to regulatory restrictions.

What illnesses can be treated using OSF OnCall?

OSF OnCall is a good choice for treating illnesses such as a sore throat, stomach virus, bronchitis, strain or sprain, sinus infection, urinary tract infection, rash, allergy, headache, pinkeye, burn or cut.

Who are the providers delivering OSF OnCall?

OSF OnCall is delivered by CareSimple Providers, PS. These board-certified doctors and nurse practitioners, licensed in Illinois, are skilled in delivering care online and through other means of technology.

Can I use OSF OnCall instead of going to my family doctor?

OSF OnCall can save you a trip to your family doctor in some instances. However, virtual visits should not replace a relationship with a primary care provider (PCP). If you don't have a PCP we can help you find one.

Can OSF OnCall providers prescribe medication?

OSF OnCall physicians can prescribe medication to treat your health concern. They commonly prescribe antibiotics, allergy medications, anti-nausea medications, and various skin creams or ointments.

OSF OnCall providers will not prescribe or refill medications for psychiatric conditions, and will not prescribe controlled substances, such as:

- Narcotic medications (Oxycodone, Vicodin, Percocet, Codeine)
- Antidepressant medications (Zoloft, Prozac, Celexa)

Can I use OSF OnCall for follow-up questions or prescription refills?

OSF OnCall is intended for minor illnesses only and is not intended to be used for continuing care, nor prescription refills. If you need a prescription refill, we recommend you speak with your primary care provider.

How do I pay for OSF OnCall?

You can pay for your OSF OnCall visit with Visa or Mastercard. Typically, the virtual visit fee is a qualified expense for a Flexible Spending Account (FSA), Health Savings Account (HSA) or Health Reimbursement Account (HRA). Please check with your plan administrator for reimbursement of the visit fee. We cannot accept insurance for virtual visits. However, you may check with your insurance to determine whether your visit fee can be used toward your deductible. Your credit card will not be charged until after the visit has ended.

What are the technical requirements for using OSF OnCall?

Our web site requires Internet Explorer 9 or higher, Chrome, Firefox or Safari internet browsers. Our website doesn't work with versions of Internet Explorer version 8 or older.

If you are not able to access the website, patient service representatives can help you by phone 24 hours a day, every day.

Is my information secure with OSF OnCall?

We strictly follow privacy and security laws and collect only the patient information necessary in order to treat you. Your personal information and visit details are confidential. Information sent through the web is encrypted, and your login credentials are securely collected and stored.

Does the price vary depending on what I'm seen for?

OSF OnCall charges a simple flat fee of \$35. There are no hidden fees or added charges.

Can I use OSF OnCall when I'm traveling?

OSF OnCall may be used anywhere within the state of Illinois.

Can I make an appointment for OSF OnCall?

There are no appointments with OSF OnCall. As soon as you request a visit, you are in line to see the next available medical provider. You will usually be connected within 30 minutes, and most times in less than 15 minutes. If we are experiencing high visit volume, we will contact you to let you know, if at all possible.