

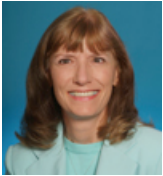
Media Guide



Mike Robinson
Marketing and Communications Director
Office (815) 395-5347
Pager (815) 983-2817
mike.robinson@osfhealthcare.org



Therese Michels
Communications Manager
Office (815) 395-5446
Pager (815) 983-2859
therese.michels@osfhealthcare.org



Marge Zimmermann
Communications Coordinator
(815) 395-5036
marge.zimmermann@osfhealthcare.org



Cheryl Lester
Administrative Assistant
(815) 395-5342
cheryl.lester@osfhealthcare.org

Patient Condition Reports:

Please call Marketing and Communications Monday through Friday from 8 a.m. to 6 p.m. for condition reports. Cheryl Lester is your first contact at (815) 395-5342. After hours you may call the hospital operator at (815) 226-2000 and ask to be connected with the Nursing Supervisor.

Conditions:

There are only five words we can use to describe a patient's condition: Undetermined, Good, Fair, Serious or Critical.

Undetermined: Patient is awaiting physician and/or assessment.

Good: Vital signs are stable and within normal limits. Patient is conscious and comfortable.

Fair: vital signs are stable and within normal limits. Patient is conscious, but may be uncomfortable. Indicators are favorable.

Serious: Vital signs may be unstable and not within normal limits. Patient is acutely ill. Indicators are questionable.

Critical: Vital signs are unstable and not within normal limits. Patient may be unconscious. Indicators are unfavorable.

Please do not ask us to elaborate or provide additional details about a patient. We are unable to, because of HIPAA privacy laws. If you would like to learn more, go to www.hipaa.org.

If a patient or his/her family request that no information be released, we must honor that request. The patient is then placed on the Do Not Publish list. In these instances, **we are unable to even confirm if the person is a patient** at OSF Saint Anthony Medical Center.

Media Requests

- For all media requests or campus visits, contact Therese Michels at (815) 395-5446 or Marge Zimmermann at (815) 395-5036.
- On weekends page Mike Robinson at (815) 983-2817 or Therese Michels at (815) 983-2859.
- If a patient, family member, doctor or employee invites you to interview him/her on campus, you must contact Marketing and Communications.
- If the interview involves a patient, a consent form must be signed before any interviews, photos, videos take place.
- Reporters must check in at the front desk by the main entrance of the hospital. A representative from Marketing and Communications will escort the reporter while on the campus of OSF.

Media Tips

OSF has no periods between the O, the S and the F. (It's OSF, not O.S.F.) The word Saint, in OSF Saint Anthony Medical Center is always spelled out.