

**August 18, 2020****Immediate Release****Contact:** JoAnn Cavanaugh, Director Public Relations**Office:** (716) 706-2061 | **Cell:** (716) 228-4886 | **Email:** [jcav@chsbuffalo.org](mailto:jcav@chsbuffalo.org)

## **No Appointment Necessary: Catholic Health Expands CH Care OnDemand 24/7 Telehealth Program Throughout WNY**

*Program allows individuals to connect with a medical provider in minutes*



How would you like to talk to a doctor or medical provider anytime day or night, without an appointment, for all those medical issues that aren't quite serious enough for a trip to the hospital, but need medical attention sooner rather than later? Catholic Health is now offering **CH Care OnDemand**, giving Western New Yorkers 24/7 access to a medical provider, within minutes, for non-emergent conditions –all from a phone, computer or tablet.

Catholic Health has partnered with Teladoc®, a national leader in telehealth services, to become the first health system in Western New York to offer around-the-clock virtual medical visits with no appointment necessary. **CH Care OnDemand** offers a private and secure way for people to connect with a doctor, physician assistant, or nurse practitioner, via a video chat or phone call. The service is staffed by local providers from Catholic Health, Catholic Medical Partners, and WNY Immediate Care, as well as Teladoc's nationwide provider network.

"As we keep innovating to meet the community's needs, telehealth will be a key component in delivering high quality care – meeting patients where, when and how they want to receive care," said Mark A. Sullivan, President & CEO of Catholic Health. "Now, when people have a health concern, they have another option for quick, easy and safe access to virtual healthcare, even in the middle of the night. We live in an 'on demand' world, and, as its name implies, **CH Care OnDemand** offers high quality healthcare anytime, anywhere."

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**MEDIA INFORMATION**  
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With a click or call, **CH Care OnDemand** connects patients in minutes to a medical provider, saving busy families, working adults or anyone on-the-go, valuable time and money, while creating a safe, “virtually distant” care experience.

Providers can diagnose, discuss treatment options, and prescribe medications for a variety of adult or pediatric non-emergent conditions (ages 2 and up), such as a cold, flu or sore throat; sinus infections; strains and sprains; rashes; pink eye; allergies; and more – all without an appointment or the need to take time off of work or school for an in-person visit.

Individuals don’t have to be affiliated with a Catholic Health provider or receive care at a Catholic Health facility to take advantage of this service. “As always, people should call 9-1-1 or head to the nearest emergency department for serious medical emergencies, but today, technology and medicine has progressed to the point that many less serious medical conditions can be handled quickly, safely, skillfully, and remotely,” said Hans Cassagnol, MD, Catholic Health’s Chief Physician Executive and Medical Officer. “The medical team we’ve assembled has the knowledge, experience and expertise to provide the highest quality care in this virtual environment.”

“Telehealth is quickly becoming an integral part of the healthcare continuum and we invite people to try this new service and see how easy it is to access a medical provider in minutes, without ever having to schedule an appointment” Sullivan added. “We know **CH Care OnDemand** will offer a new kind of healthcare experience with all the quality our patients have come to expect, along with greater convenience and value.”

For more information or to download the **CH Care OnDemand** app, visit [chcareondemand.org](http://chcareondemand.org).

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