

**FOR IMMEDIATE RELEASE**  
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## **Sacred Heart Launches 24/7 Online Care**

**PENSACOLA, Fla.** – Access to healthcare will now be easier and more convenient for residents of Northwest Florida and South Alabama thanks to Sacred Heart Health System’s launch of a new 24/7 online care service.

With a smartphone, tablet or computer, patients can request a visit at [SacredHeartOnlineCare.org](http://SacredHeartOnlineCare.org). A board-certified physician or nurse practitioner will call by Facetime, Skype or video chat, depending on the patient’s preference. Providers can make recommendations and give prescriptions when necessary. Prescriptions, if needed, are sent to your pharmacy. A summary report is sent to the patient’s doctor.

Sacred Heart Online Care provides the non-emergency services of an urgent care or walk-in clinic, treating many common conditions, including:

- Cough and sore throat
- Seasonal allergies and sinus issues
- Fever, cold and flu
- Eye infections
- Rashes
- Bites and stings
- Upper respiratory infection

Sacred Heart Online Care is available for a flat fee of \$49. No insurance is required.

“This new service will be an extension of Sacred Heart’s mission, bringing medical care to communities across our region, wherever and whenever they need it,” said Susan Davis, president and CEO of Sacred Heart Health System. “Sacred Heart Online Care will be another convenient point of access for patients, helping online visitors to receive care or connect with a Sacred Heart provider, if needed.”

Sacred Heart Online Care is powered by the health system’s clinical and technology partner, Carena. Carena’s Virtual Clinic Platform includes software, staffing and operations services. The board-certified clinicians are licensed to practice medicine in Florida and Alabama. Providers adhere to Sacred Heart Health System guidelines to ensure patients receive high-quality, evidence-based care.

“We are pleased to partner with Sacred Heart to offer patients new options for getting their care needs met,” said Ralph C. Derrickson, CEO of Carena. “Sacred Heart Online Care uses our technology to put its

brand online where it is most accessible to consumers, while offering patients an exceptional care experience from a health care system they know and trust.”

To learn more or request a visit, go to [SacredHeartOnlineCare.org](http://SacredHeartOnlineCare.org).

### **About Sacred Heart Health System**

On the Gulf Coast, Sacred Heart Health System based in Pensacola, Florida, and Providence based in Mobile, Alabama, are part of Ascension. Together, these Ascension healthcare facilities have served Gulf Coast communities for more than 160 years and they employ more than 6,600 associates. Across the region, Ascension provided more than \$113 million in community benefit and care of persons living in poverty in fiscal year 2016. Ascension is a faith-based healthcare organization committed to delivering compassionate, personalized care to all, with special attention to persons living in poverty and those most vulnerable. Ascension is the largest non-profit health system in the U.S. and the world’s largest Catholic health system, operating 2,500 sites of care – including 141 hospitals and more than 30 senior living facilities – in 24 states and the District of Columbia. For more on Sacred Heart Health System, visit [www.sacred-heart.org](http://www.sacred-heart.org).

### **About Carena**

Carena designs and operates virtual clinics for health systems. We combine technology and new care delivery methods to provide healthcare for the way consumers live and work today. Carena has offered on-demand care since 2000, informing our telemedicine solution with industry-leading expertise in clinical quality and consumer preferences. Today, our virtual care model and configurable technology platform make it possible for health systems to offer care to consumers anytime, anywhere as a natural extension of each system’s brand, mission, and service. We now partner with over 125 hospitals, offering virtual care access to over 25 million consumers. To learn more, please visit [carenamd.com](http://carenamd.com).

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