

The Impact of Dietary Counseling & Health Coaching for People with IBS, IBD & GERD



How Oshi Health's virtual GI coaching program, a subset of its full GI care clinic, significantly improves outcomes and satisfaction

People with GI conditions like IBS, IBD, and GERD often lack access to GI-specialized dietary and behavioral health services, even though clinical guidelines identify these interventions as highly effective at reducing costs and improving clinical outcomes.

When people do have access, most still struggle to implement the dietary and behavioral changes recommended by their care providers. Treating GI conditions is a behavioral health challenge.

Dietary programs often involve eliminating certain foods and slowly reintroducing

them into one's diet to understand what types of foods may trigger symptoms.

Behavioral health interventions achieve GI symptom control through well validated techniques (such as cognitive behavioral therapy) to address lifestyle stressors which are known to impact GI symptoms.

Education and care coordination is another issue: A recent survey of IBS patients in the U.S. found that over 60% wished they had been informed by their provider about the impact of mental health, food, and lifestyle in relation to their IBS.

Oshi Health studied the impact of providing access to GI-specialized dietitians and health coaches through telehealth. Thirty-one participants enrolled in the 10-week program, and achieved significant outcomes:

94%

Compliance
with Care
Plan

91%

Gained
Symptom
Control

4.95

Customer
Satisfaction
(CSAT)

Net Promoter Score

67

Oshi
Health

VS

16

Average
Health
System

Participant Feedback



"[My Oshi care team] was helpful and supportive. Without the guidance and discussions I would have not been able to understand my triggers and improve my health."



"I've had dietitians in the past but [my Oshi Care team] was different because they cared about my mental health and supported me in starting the slow transition into low FODMAP. In just a few weeks I saw significant improvements in my symptoms."



"I've dabbled with many IBS programs that promise to "restore my gut" but nothing worked. The individualized approach by Oshi [Health] is the best thing to ever happen to me."

Average Engagement

60-90
min per week

Average health coach engagement via chat

5 Visits

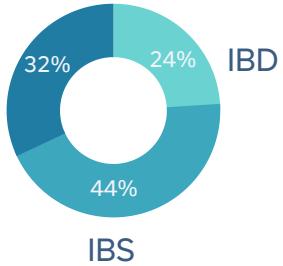
Average # of dietitian visits per patient in 10-week program

Participant Profile

85% Female

62% Age 25-34

GERD



Oshi Health Program Design

High-touch & convenient care

Virtual care delivery leveraging remote monitoring tools to track diet, mental health, and lifestyle factors alongside symptom changes, enabling data-informed care plan adjustments toward symptom control

Personalized dietitian-led care plans

GI-specialized dietitians craft personalized care plans based on condition-specific, evidence based guidelines

Proactive outreach & education

Virtual visits with dietitian every two weeks to discuss dietary triggers, refine the care plan and ensure compliance, especially critical through the reintroduction phase

Daily behavioral health coaching

GI health coaches provide day-to-day support through messaging, helping people comply with necessary dietary changes, drive behavior change and address mental health and other lifestyle factors contributing to their condition



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