

# Improving access, retention, and revenue with Oshi Health's partnership model



## About Oshi Health

[Oshi Health](#) is a national virtual-first gastrointestinal (GI) medical practice that is revolutionizing the delivery of GI care. With a multidisciplinary clinical team and a redesigned billing architecture, Oshi Health offers patients timely access to specialized care and a high-touch experience that drives faster outcomes and optimizes clinical capacity for necessary in-person care.



## The opportunity

- Health systems can optimize revenue by leveraging virtual first care (V1C) as a virtual front door to expand access and focus in-house resources on high-value, high-margin services.
- This strategy includes shifting non-billable or low-margin services such as rapid access appointments, 24/7 patient support, and care coordination to V1C provider partners while reserving high-revenue services for in-house providers, optimizing their clinical expertise and improving physician and patient experience.
- V1C provider partners can also expand coordinated offerings of multidisciplinary interventions that improve outcomes.



## The challenge

- Long wait times for GI specialist consultations can lead to patient frustration, dissatisfaction, and attrition. Health systems that experience too long wait times risk losing patients to competitors, which can impact patient retention and, thus, overall revenue.
- Patients experiencing acute GI symptoms drive high care utilization, occupying critical emergency department (ED) capacity as the #1 reason for treat-and-release visits.
- In-house clinicians are overburdened with routine follow-ups, reducing their capacity to perform high-revenue procedures and impacting provider burnout and retention.
- GI patients require meaningful time with clinicians to reach a diagnosis and iterate on multidisciplinary treatment, which fee-for-service healthcare is not structured to support.



## The approach

- Through Oshi's virtual clinic, patients receive timely consultations with GI specialists to speed up diagnosis, reduce wait times, and improve satisfaction.
- Oshi's virtual-first model facilitates seamless integration of care, ensuring patients receive comprehensive treatment with the best of virtual and in-person care.
- Oshi Health handles routine follow-ups and monitoring tasks virtually, enabling in-house clinicians to focus on high-revenue procedures and complex patients. They also make pre-requisite and follow-up care streamlined and convenient, freeing in-house clinicians to focus on the services that must be conducted in person.
- Oshi care teams provide patients with the multidisciplinary interventions and virtual touchpoints they need to manage their condition successfully. They offer unlimited appointments and meaningful time for care plan iteration and education.
- Oshi's integrated care model includes medical, nutritional, and behavioral health services that can be seamlessly integrated into a health system's clinical workflows.



## The success

- ✓ Patients can get a GI specialist consultation appointment within days, often reaching a preliminary diagnosis and initiating a personalized care plan.
- ✓ By providing comprehensive care within the network, health systems can retain patients and reduce the likelihood of seeking care elsewhere.
- ✓ Patients report 98% satisfaction, improved quality of life, and symptom control with the Oshi care program, which results in outcomes affiliated with health system partners.
- ✓ In-house clinicians can operate at the top of their licenses, focusing on high-revenue procedures and improving efficiency, satisfaction, and retention.
- ✓ Expanded clinical access and efficient resource allocation to handle routine tasks virtually have increased health system revenue.

“Through meaningful partnerships with community gastroenterologists and health systems, hybrid care can drive meaningful improvements in patient outcomes and physician experience while reducing administrative costs for all stakeholders.”

— Sameer Berry, MD, MBA

*Chief Medical Officer, Oshi Health*