

Dedicated and Caring Health Coaching

Flexible options to meet your wellbeing objectives

At **Orthus Health**, our HIPAA compliant coaching platform involves technology and people. It is up to you how much coaching you need for your members. We offer **a robust turnkey technology-driven coaching platform**, as well as **unlimited dedicated coaching via the phone**, enhanced by secure online and mobile communications.

When you combine coaching technology with personal coaching outreach, you get the most effective and engaging solution for your employees. We can be involved as much or as little as you need to meet your wellness objectives.



What are the benefits of Orthus Health wellness coaching?

SHS health coaches are a vital link to ensuring members achieve and sustain their health-related goals. Coaches work closely with employees to foster behavior change and help members transform goals into action.

Who delivers coaching services for members?

Coaches have 25 years of experience in their fields of expertise with varying backgrounds, including Registered Nurses, Registered Dietitians, and Exercise Physiologists. Coaches are experts in their respective areas of clinical practice and, prior to working with members, undergo rigorous training that covers technology, communications, members and their employers, health literacy, and more.

What does the Orthus Health coaching platform consist of?

Coaches use Intrinsic Coaching Methodology® to elicit an individual's best thinking. Coaches review a member's health history, risk areas, and let the member lead the conversation. Coaches ask intrinsic or fundamental questions, narrowing in on what a person values to guide them in setting realistic and obtainable goals.

For example, a coach may ask, "As you consider the information we discussed and what you know about your health and well-being, what's standing out to you as an area you'd like to start working on." The member is always treated as the expert (not the coach) and the best person to put steps in place towards a goal. Coaches share educational information, based on how the member leads the way.

Health coaches:

- Guide members in setting goals based on what the member values
- Work with members to create personal action plans
- Monitor results and help when members fall off track
- Encourage and support
- Provide necessary education on topics members may not be familiar with
- Hold members accountable for their actions or lack of progress
- Communicate privately and securely with members online and via mobile apps

What health conditions do coaches manage?

Coaches manage a wide range of health conditions, including asthma, congestive heart failure (CHF), coronary artery disease (CAD), chronic obstructive pulmonary disease (COPD), diabetes, prediabetes, high blood pressure, high cholesterol, obesity and weight management, high cholesterol, nutrition, smoking cessation, stress management, and exercise. Coaches also manage members who have multiple health conditions.

Why does a member need coaching?

Our health coaches help individuals harness their strength and unlock their potential for change. The path to wellness is winding with many off-road deviations along the way. The quest for and ability to maintain wellness never stops. Motivation can be fleeting if it is not aligned with what a person values and becomes even more difficult when someone has multiple chronic conditions. Most individuals need guidance and support to bring all the elements necessary for good health together to ensure lasting behavior modification.



Coaches are also able to work with members on prevention strategies to take into account the context of a person's environment (e.g. unhealthy snacks in the company break room that may be too tempting to pass up) and help them navigate the choppy waters of day-to-day living.

How does the coaching process get started?

Typically, once a person completes a biometric screening and Health Risk Assessment (HRA), your health coach reaches out to make an introduction and review the results of the tests with the member. Data from the HRA and biometric screening are combined into an extensive Personal Health Profile (PHP) report, which measures personal results against national standards. Coaches will make monthly email and telephone attempts for 3 months to initiate contact with a member.

How can I communicate with my coach?

Health coaches are available 8 a.m. to 5 p.m., Monday through Friday via telephone, as well as evenings and Saturdays upon request. Members have the option of communicating via telephone, secure online messaging, and through mobile apps on their smartphone. Orthus Health also provides a **Spanish-speaking health coach** for members, along with the My Pathway to Health® portal in Spanish.

What role do coaches play in weight loss and smoking cessation programs?

Orthus Health has an innovative **First Five** weight loss program designed to educate members on the basics of losing weight properly, healthy eating, and physical activity. The goal of this 6-week or 6-session program is to provide members with the tools to begin losing weight safely and effectively with the ultimate goal of losing those first five pounds.



Through our **Tobacco cessation** program, health coaches, supported by technology, walk members through all the steps of quitting tobacco and maintaining their tobacco-free status. Health coaches cover the benefits of quitting, the process for preparing to quit, steps to take on “quit day”, what happens if a member slips and uses tobacco, and how to remain tobacco free for life. Both of these goal-oriented programs include tracking and reporting of progress, along with more consistent interaction and engagement with their dedicated health coach. In the First Five weight loss program, health coaches follow up with members every week, and on average biweekly in the Tobacco cessation program.

Our coaching platform combines technology and personal interaction for the most effective member engagement. We are flexible and work with your objectives, so the ultimate choice of how you use our coaching technology and service and how much of our service you use is up to you. For more information on Orthus Health coaching and other services, please call 800.550.2427.