

Telephone Health Coaching Frequently Asked Questions For You

What is telephone health coaching?

The role of a health coach is to guide a person through behaviour change to improve their health. A health coach supports people to make changes in their lifestyle and help them to achieve personal health goals. Health coaches support and assist people to:

- determine their most important health goals
- set goals that can be measured
- identify and overcome any barriers to achieving their goals
- identify useful resources and support to help clients achieve their goals.

Who benefits from health coaching?

Anyone with a chronic condition. Examples of chronic conditions include diabetes, heart or lung disease to name a few. In addition people at risk of developing a chronic condition would also benefit. Risk factors for getting a chronic condition include smoking, excessive alcohol consumption, being overweight, lack of physical activity and not consuming enough fruit and vegetables.

How does health coaching work?

Health coaching is conducted over the telephone at a time suitable to you. The health coach finds out what is important to you and tailors a program to suit your needs. The health coach helps you to make goals and then supports you through the process of making lifestyle changes and developing the knowledge and skills needed to achieve your goals.

Why does someone need health coaching if they already receive care from their doctor?

A health coaching program does not replace a general practitioner, treating specialist or other health professional but supports you between visits to help to meet and maintain your health goals. A health coach will work with your GP and/or other health care provider.

Who delivers health coaching?

Telephone health coaching is delivered by experienced registered nurses, dieticians and other allied health professionals depending on which health coaching program is being undertaken.

How long does the program last for?

The length of the program depends on which health coaching program is undertaken, it usually continues for about 6 months.

How soon can I get a health coach?

This will depend on waiting times for health coaches determined by your private health insurer.

How much does it cost?

The program is free if you have private health insurance at a membership level that covers the program.

How do I find out eligibility for a health coaching program?

The Grampians Medicare Local *Call a Health Coach* tool shows which private health insurance companies provide telephone health coaching services for a variety of conditions and risk factors.

How can I be referred to a health coaching program?

Once you know if your private health fund provides health coaching services you can refer yourself or be referred by your GP, practice nurse or other health care provider. Referral forms for some of the health coaching providers are contained within the *Call a Health Coach* tool and telephone numbers are available. Note that eligibility depends upon a person's level of private insurance cover.

Why is the Grampians Medicare Local working with private health insurers?

Increasing the uptake of health coaching in our region assists people to improve their health.