

Better Health Coaching Service: Referral guidelines

BETTER HEALTH CO.

Audience

This document outlines the referral guidelines for the Better Health Coaching Service in Western Australia and suitability of the service for adults that are referred to the service.

Better Health Company Service overview

The Better Health Coaching Service is a free evidence-based phone service that provides up to 10 coaching calls over a six-month period, with the option of completing the calls weekly or fortnightly. Coaching sessions are confidential and are conducted by a qualified health professional, providing support for healthy lifestyle goals.

The Better Health Coaching Service includes:

- Coaching calls that are held with a qualified health professional (coaching call appointments are available 9am-9pm, Monday to Friday, excluding public holidays).
- A resource pack with materials to support implementing healthy lifestyle behaviours.
- Personalised goal setting and support for healthy lifestyle changes in areas such as healthy eating, physical activity, reducing alcohol intake, and maintaining a healthy weight.
- Pre- and post-service health questionnaires to inform patient-related outcomes.
- A closed and moderated Facebook group to support social connectedness through the program.

Eligibility Criteria

The Better Health Coaching Service is designed for adults who are seeking lifestyle management support for chronic disease risk factors. The service is available to Western Australians who meet the following criteria:

- Age: 18 and above
- Living in Western Australia
- Recently diagnosed with (<12-months) or at risk of developing a chronic condition.

Exclusion criteria

- People who are pregnant

Re-entry criteria for the Better Health Coaching Service

Adults can re-enrol in the service if they still meet the eligibility criteria AND have a referral from their health professional.



Referral options

Eligible participants can be referred to the Better Health Coaching Service via their health professional or they can self refer via the Better Health Coaching Service website.

Health Professional

Health professionals can refer eligible patients in the following ways:

Online: www.betterhealthcoaching.com.au/wa/refer

Email: Downloading and completing the referral form and returning to info@betterhealthcompany.org

Fax: **1300 325 301**

Call: **1300 822 953** between 9am and 5pm Monday to Friday (excluding public holidays)

Hard copies of the referral forms are also available. Please contact the Better Health Company on **1300 822 953** or info@betterhealthcompany.org to request referral forms for your organisation.

Self-referral

Participants can also self-refer by signing up directly online via the Better Health Coaching Service website (www.betterhealthcoaching.com.au/wa/signup) or by calling **1300 822 953** (9am – 5pm, Monday to Friday, excluding public holidays).

Pre-service screening for existing conditions

Screening

At commencement of the coaching service, medical screening is completed with the referred participant, which covers a range of health conditions, including whether the participant has previously or is currently seeing a psychologist for any mental health conditions.

Throughout this process participants are asked specifically about both physical and mental health, any medications they're taking and any support they're receiving from other health professionals.

Referrals

If any uncontrolled or poorly managed health conditions are identified through the pre-service screening for participants, or at any time throughout the coaching service, and the participant isn't already receiving support, support options will be discussed with the participant. With their consent, referrals will be made to their GP for further follow up.

Depending on the severity of the condition or issue disclosed, and whether the participant is receiving further support, medical clearance may be required from their GP or treating health professional to ensure that the service is safe and suitable for the participant. A referral will also be sent for further support or management if it was not deemed safe and suitable for the participant to proceed with the Better Health Coaching Service.

With medical clearance from their treating health professional, participants may still be able to complete the coaching service.

