

get healthy®

Information and Coaching Service

1 300 806 258

Monday – Friday 8am – 8pm

what is get healthy?

- The **get healthy** Information and Coaching Service® is a free and confidential telephone-based service that supports people to make simple and sustainable changes relating to healthy eating, physical activity and achieving and maintaining a healthy weight
- Participants receive a detailed information kit and can elect to participate in a six month coaching program, with up to 10 telephone-based coaching sessions provided by trained health professionals
- The Service operates Monday to Friday between 8am and 8pm

what does get healthy offer?

- Participants who choose to take part in the coaching program will be assigned their own university-qualified health coach, who will provide information, help them set healthy lifestyle goals, overcome barriers and maintain motivation to achieve long-term lifestyle changes
- The Service provides an opportunity for patients to access healthy lifestyle support, at no cost, from the comfort and privacy of their own home
- Individuals can choose to receive the information pack and access resources on the **get healthy** website if they do not wish to participate in telephone coaching

how do people access get healthy?

- People wanting to participate in the Service or find out more can call **get healthy** on 1300 806 258 (Monday – Friday 8am–8pm), visit www.gethealthy.tas.gov.au or email contact@gethealthy.tas.gov.au
- GPs and Practice Nurses can refer patients directly to the **get healthy** service using the general practice referral form, which can be downloaded electronically or in PDF from the **get healthy** website www.gethealthy.tas.gov.au (look under information for Health Professionals)
- Allied Health professionals can refer clients to **get healthy***

*People with underlying conditions may require medical clearance before they can proceed to coaching. †GPs and practice nurses can refer directly to the Service without need for further medical clearance. Allied health referrals may also require medical clearance. See over for details of medical clearance process.

which MBS items can be used for referral to get healthy?

- Patients may be referred under a general attendance item A, B, C or D as appropriate
- A patient may be referred to **get healthy** in the course of a Health Assessment (items 701, 703, 705 or 707): when recommending appropriate interventions; and/ or providing advice and information to the patient
- A practice nurse may refer a patient when providing information about recommended interventions in collaboration with the general practitioner
- Consider also whether **get healthy** would be appropriate as an additional support for patients with a GP Management Plan

This material is a summary only and must be read in conjunction with the Medicare Benefits Schedule www.mbsonline.gov.au

who can access get healthy?

All adults 18 years and over who want to make healthy lifestyle changes *†.

what does a **medical clearance** involve?

People with an underlying medical condition, who contact the service directly or who are referred by an allied health professional, may require medical clearance from their general practitioner before they can commence coaching. †

Medical clearance process:

- Person contacts the service and a health coach conducts a telephone-based assessment to determine any underlying conditions.
- Those with underlying medical condition/s (eg diabetes or heart condition) are asked to seek clearance from their GP before they can start the program.
- The **get healthy** Service posts a copy of the completed assessment and a medical consent form to the patient, who takes these to their GP.
- GP reviews the assessment and completes the medical consent form as appropriate and faxes the form to **get healthy**. Nurses may sign the Medical Clearance form in collaboration with the GP.
- The Health Coach then contacts the patient to start the six-month coaching program

†GPs and practice nurses can refer directly to the Service without need for further medical clearance

other resources

The following resources and websites may be useful to assist in supporting patients to make healthy lifestyle changes.

Visit www.gethealthy.tas.gov.au for more information and to access referral forms in PDF and electronic format

The Lifescripts resource kit can help identify lifestyle risk factors and implement early intervention strategies to modify behaviour www.health.gov.au/lifescrpts

The Royal Australian College of General Practitioners (RACGP) SNAP Guide – Smoking, Nutrition, Alcohol and Physical Activity (SNAP): a population health guide to behavioural risk factors in general practice www.racgp.org.au

Your local Division of General Practice can also provide you with information and support

General Practice North
Phone (03) 6331 9296
www.gpnorth.com.au

General Practice North West
Phone (03) 6425 0800
www.gpnw.com.au

General Practice South
Phone (03) 6208 7300
www.gpsouth.com.au

evidence to support the **get healthy** service

There is a growing body of international evidence to support the efficacy of physical activity and dietary change interventions where telephone is the primary intervention method. In NSW, where the Service has been running since early 2009, the **get healthy** Service has reached people from disadvantaged areas (SEIFA), those who live in rural and remote locations and indigenous people. Preliminary results of Service participants who have completed the 6 month coaching program indicate:

- a reduction in weight by an average of 3.5kg
- a reduction in waist circumference by an average of 4.5cm
- a 10% reduction in the proportion of coaching participants with an obese BMI



www.gptasmania.com.au



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