

# Frequently asked questions



## What is the **My health for life (MH4L) program?**

*My health for life* is an evidence-based integrated risk assessment and behaviour modification program specifically designed for people at high risk of developing chronic disease. The program aims to support at least 10,000 Queenslanders to set goals and action healthy lifestyle changes to minimise preventable health risks. The program is funded by the Queensland Government.

## What are the key benefits of the program for my patients?

MH4L is both personalised and free. Participants have the choice of small group sessions in their local area or structured telephone coaching. They receive six sessions of coaching over a period of six months and then receive six months of follow-up support on program completion. Group sessions are facilitated by local health professionals trained to deliver the program. The phone coaches can field calls from anywhere in Queensland and are based at Diabetes Queensland's offices in Brisbane. Participants receive a range of supporting resources, including access to an online portal and a maintenance program.

## Who is eligible to take part?

- People aged 45 years and over (18 plus for Aboriginal & Torres Strait Islander people) who have an AusDRisk score of 12 or greater or Absolute CVD score of 15 or greater
- People aged 18 years and over with pre-existing conditions, including pre-diabetes, high blood pressure or high cholesterol (+ FHC) or have a previous history of gestational diabetes

Note: people with type 1 and 2 diabetes, heart disease or stroke or chronic kidney disease are not eligible, as this is a prevention program.

## Who developed the program?

The Healthier Queensland Alliance. The Alliance is led by Diabetes Queensland and includes the Heart Foundation, Stroke Foundation, Ethnic Communities Council of Queensland, the Queensland Aboriginal and Islander Health Council and (the seven Queensland) Primary Health Networks.

## Where is the program available?

The program is available from anywhere in Queensland by way of structured telephone coaching or held in small group sessions in a range of Queensland locales. The health providers contracted to deliver the program have undergone a comprehensive expression of interest and selection process. Once approved, facilitators must complete a two-day training course and demonstrate they have the skills and knowledge to deliver the program. All providers are equipped with resources to ensure quality and consistency of program delivery across the state. Your local PHN will be able to advise you on your local providers.

## Are there any costs associated with this program for either the patient or the practice/GP?

No. The program is funded by Queensland Government and is free to the participant. A support person may attend.

## Do patients need a referral?

Yes, eligible participants will need to be referred into the program see below (those with an Absolute CVD score of 15 or more, AusDRisk score of 12 or more or any of the pre-existing eligible conditions.) GP consent is often requested prior to enrolment for people with mental health or other health conditions.

## How do I refer them?

Referral templates for BP, MD, Zedmed, GPComplete and Genie are available from your PHN for Medical Objects electronic referral or a PDF version of the referral form is available from the MH4L website for fax referral: [www.myhealthforlife.com.au/health-professionals](http://www.myhealthforlife.com.au/health-professionals).

## What if I want to find out more information about the program?

- Visit our website at [www.myhealthforlife.com.au](http://www.myhealthforlife.com.au)
- Contact us at [info@myhealthforlife.com.au](mailto:info@myhealthforlife.com.au) or
- Contact your local PHN practice support officer.

## Is someone available to discuss the program?

Yes, your local PHN is an Alliance partner. Your PHN practice support officer representative can assist with practice software recipes, referral templates and advice on eligible patients within your practice.

## How is the program funded?

The Queensland Government has committed \$27 million funding over four years to 2020.

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## How long has the program been running?

The program launched February 2017.

## How can I access resources about the program?

Contact your local PHN Practice Support Officer or email [info@myhealthforlife.com.au](mailto:info@myhealthforlife.com.au).

## Is this program the same as Know Your Numbers?

Know Your Numbers was a risk assessment program and has now ended. MH4L is both an integrated risk assessment and behaviour modification program, and draws on the learnings from Know Your Numbers. Pharmacies can now use MH4L resources to undertake risk assessments.

## Other health programs at a glance

This table provides an overview of other health programs available to your patients.

Program	Eligibility	Program offerings	Referral process
<b>Get Healthy Service</b>	<ul style="list-style-type: none"> <li>16+ years</li> <li>AUSTRISK score &lt;12</li> <li>chronic disease (subject to medical clearance)</li> <li>resident of QLD</li> </ul>	Personalised telephone coaching program (10 free coaching calls over 6 months) delivered by trained health professionals. Tailored programs and resources targeting get healthy in pregnancy, Indigenous clients and diabetes prevention.	Phone: 13 HEALTH (13 43 25 84)
<b>COACH Program</b>	<ul style="list-style-type: none"> <li>18+ years</li> <li>self-caring</li> <li>resident of QLD</li> </ul> <p><b>Diagnosed with:</b></p> <ul style="list-style-type: none"> <li>coronary artery disease (CAD), (such as myocardial infarction, angina pectoris, cardiac stenting or heart bypass surgery)</li> <li>type 2 diabetes</li> <li>pre-diabetes</li> <li>chronic obstructive pulmonary disease (COPD)</li> </ul>	<p>Delivered over the phone by trained registered nurses to help clients better understand and manage chronic disease. Sets biomedical targets with clients (cholesterol levels, blood pressure, blood glucose and spirometry results). Lifestyle targets may include diet, activity levels, smoking and alcohol consumption.</p> <p>Delivered over 6 months, with a call every 4-6 weeks. At the end of each session, a letter detailing the discussed topics is sent to the client, their General Practitioner and/or their treating Specialist.</p>	<p>Through clinicians/allied health professionals</p> <p><a href="https://www.health.qld.gov.au/clinical-practice/referrals/coach/referral-form">https://www.health.qld.gov.au/clinical-practice/referrals/coach/referral-form</a></p> <p>Phone: 13 HEALTH (13 43 25 84)</p> <p>Email: <a href="mailto:coach@health.qld.gov.au">coach@health.qld.gov.au</a></p> <p>Fax: (07) 3259 8534</p>
<b>DESMOND</b>	<ul style="list-style-type: none"> <li>18+ years</li> <li>resident of QLD</li> <li>patients diagnosed with type 2 diabetes (both newly diagnosed or currently living with)</li> <li>registered with the NDSS</li> </ul>	<p>DESMOND (Diabetes education and self-management for ongoing and newly diagnosed) is an evidence-based program funded by the National Diabetes Services Scheme (NDSS) and delivered by Diabetes Queensland.</p> <p>It is designed to give patients an understanding of their condition and the knowledge to better self-manage. DESMOND is run as a full day workshop and is facilitated by specialised DESMOND trained health professionals.</p>	<p>Self-referral through Diabetes Queensland</p> <p>Phone: 1300 136 588</p> <p>Email: <a href="mailto:info@diabetesqld.org.au">info@diabetesqld.org.au</a></p> <p>Visit: <a href="http://www.diabetesqld.org.au">www.diabetesqld.org.au</a></p>
<b>Quitline</b>	<ul style="list-style-type: none"> <li>resident of QLD</li> </ul>	Quitline (13 78 48) is a confidential, free service for people who want to quit smoking. It provides information and assistance. Counsellors are available 7am-10pm, 7 days a week.	Quitline (13 78 48)