



My health  
for life 

## Telephone program

# Frequently asked questions

These frequently asked questions will help provide you with a better understanding of the program and what is involved if you have decided it is the right fit for you.

### 1) How do I join the telephone coaching program?

To find out if the program is the right fit for you, you will need to complete our health check. You can do this [online](#), or over the phone with a *My health for life* team member. If you qualify for the program, our team will be in contact to enroll you in the program.

### 2) What happens after I have completed a health check and enrolled in the program?

- When you spoke to a *My health for life* team member, they would have scheduled a time and date for your first appointment with your health coach.
- As follow up, you will receive an email confirming these details, followed by a reminder email 48 hours prior to your session. You will also receive an SMS 24 hours before your appointment.
- Your health coach will call for your first appointment at the scheduled time.
- Following your first appointment you will receive your *My health for life* participant manual and workbook in the mail.

### 3) How do I contact my health coach?

You can get in contact with your health coach between appointments by calling 13 74 75.

### 4) Can I do the program online?

The *My health for life* program is currently delivered in small group sessions in local areas, via video conferencing, or over the phone with a health coach in structured sessions. As a telephone program participant you will be invited to join a private Facebook group, and will also have access to the *My health for life* online portal which contains additional resources and information.

### 5) Do I need a referral from my doctor to participate in the program?

Some participants may need consent from their doctor to join the program based on their health status. If this is something you are concerned about please speak to your health coach at your first appointment.

### 6) Do I need to have anything with me for my first appointment?

During your first appointment, your health coach will explore what you would like to gain from the program. They will also complete a health questionnaire with you to collect your height, weight and waist measurements - if possible please have these ready before the appointment.

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**7) How many appointments are there and how long does each appointment go for?**

The *My health for life* program consists of six appointments that run for approximately one hour each. The first five appointments are scheduled fortnightly, and you will have a four week gap between session five and your final session.

**8) What do I do if I need to reschedule my appointment?**

Please provide 48 hours' notice if you need to reschedule by calling 13 74 75. The information covered, and the work you do at each appointment is progressive and builds on what you worked on in previous appointments, so it is important you make time for all six appointments.

**9) I work full time. Can this program accommodate me?**

One of the benefits of completing the program via telephone is increased flexibility with appointment times. We offer early morning and evening appointments.

**10) Can I swap from the telephone program to the group program?**

If you would like to move from telephone health coaching to a group program in your local area, please call 13 74 75 and speak with one of our *My health for life* team members, and our team will look at group availability in your area.

**11) What qualifications do the health coaches have?**

All *My health for life* health coaches are qualified health professionals whose backgrounds include dietetics, physiotherapy, exercise physiology and nursing.

**12) Will my health information be kept private?**

Yes. We will not disclose your personal information to any other person unless you have given your consent. For more information on the *My health for life* privacy policy please visit our website: <https://www.myhealthforlife.com.au/privacy>

**13) What do we cover in each session, e.g. what will we talk about?**

Your health coach will work with you and provide information on a different topic at each appointment. We'll explore factors that contribute to the risk of developing chronic disease, nutrition, physical activity, stress, sleep, smoking, alcohol consumption and gaining support with a focus on the aspects most relevant to you.

You will work together in setting a personal health goal and develop a plan to help you achieve your goal. Together with your health coach, you will work on strategies to overcome hurdles and setbacks and continually reflect on how you are tracking.

**14) I'm not overweight, so how can I be at high risk?**

Weight is not the only factor that contributes to the risk of developing chronic conditions such as type 2 diabetes, heart disease and stroke. Some factors that contribute to risk such as age, gender, ethnicity, family history and genetics cannot be changed. Other risk factors such as waist circumference can be influenced by our lifestyle choices such as what and how much we eat, physical activity and alcohol consumption, which are all things we can modify to reduce risk and improve health.

**15) When I finish the program, can I do it again?**

Yes. If you feel you would gain from participating in the program again this option is open to you.

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