## Health Coach Resources

Health Coaches are trained and certified in the Shared Decision-Making® methodology. They reference only unbiased, evidence-based resources such as Healthwise®[1] Knowledgebase and content from American Cancer Society, American Diabetes Association, American Heart Association, National Institutes of Health, Centers for Disease Control, and many other commonly recognized organizations.

## Consider Health Coaching for patients who:

- Have been diagnosed with one or more chronic conditions (asthma, CHD, HF, COPD, diabetes) and need education and support.
- Are at high risk for ER visits, hospital admissions, or readmissions.
- Are non-adherent with your treatment plan, medications, or testing.
- Need support when making decisions to address problems such as back pain, osteoarthritis, BPH, abnormal uterine bleeding or fibroids.
- May benefit from support on a case-by-case basis (e.g., end-of-life decisions).

## HOW TO REFER YOUR AMERIHEALTH PATIENTS

- Complete a **Connections℠ Fax Referral Form** and fax to (800) 276-3075, or
- Give your patient a **Connections℠ Referral Slip**, encouraging them to call a Health Coach directly, or
- Complete the referral section on the individual patient report in your **Connections℠ SMART® Registry** and fax to (800) 276-3075, or
- Call **Connections℠ Provider Support Line** at (866) 866-4694 with patient name, phone #, and reason for referral.

Connections℠ HEALTH MANAGEMENT PROGRAM

AmeriHealth

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# HEALTH COACHING

Connections℠ HEALTH MANAGEMENT PROGRAM

AmeriHealth

# What is Health Coaching?

Health Coaching promotes patient participation in health care decisions by providing up-to-date, easy-to-understand information about medical conditions and treatment options, 24 hours a day, 7 days a week.

Health Coaches provide patients with information and support across their health care needs, from interpreting symptoms and living with chronic conditions, to weighing the pros and cons of important decisions. The Health Coach tailors each interaction to the needs and abilities of the patients and identifies opportunities for behavior change, lifestyle improvement, and risk reduction.

Health Coaches do not replace doctors or other health care providers; rather, they help patients get the most out of every office visit. In addition, Health Coaches place calls directly to patients who are considered high need.

Multiple sources are used to identify patients living with chronic conditions (asthma, CHD, HF, COPD, diabetes) or likely to be facing important medical decisions. This way, the patients get access to a Health Coach and the support they need. High-risk/high-need patients are found through medical and pharmacy claims; patients placing calls to Health Coaches; and referrals from physicians, and health plan or employer programs.

### Other Frequently Coached Issues

- Advance Directives
- Arthritis
- Back Pain
- Breast Cancer
- Carpal Tunnel Syndrome
- Cataracts
- Colds and Flu
- Common Skin Problems
- Depression
- Diet/Nutrition
- Exercise
- Fibroids
- Fibromyalgia
- GERD
- Hemorrhoids
- Hernias
- Hypertension
- Immunizations
- Kidney Failure
- Maternity/Pregnancy
- Migraines
- Osteoporosis
- Otitis Media
- Prostate Cancer
- Stroke
- TMJ Syndrome
- Varicose Veins
- Weight Loss Surgery
- Medication (Adherence/ Understanding)

# Health Coaching supports YOUR patients

When providing support to your patients with chronic conditions, Health Coaches place special emphasis on the importance of managing the co-morbidities that may exist. This **'whole person support'** helps patients:

- Understand their diagnoses.
- Become motivated to actively manage their health.
- Build a support infrastructure to help them take action.
- Implement new lifestyle choices to reduce health risks.
- Learn self-care skills and follow your treatment plan.

Additionally, when providing decision support, Health Coaches:

- Motivate patients to become involved in the treatment process.
- Prepare patients for discussions with their physician(s).
- Help patients understand the options discussed with their physician(s).

When appropriate, Health Coaches will send your patients educational materials and/or a Shared Decision-Making® video. The Shared Decision-Making® programs are developed in partnership with the Foundation for Informed Medical Decision Making.

# Health Coaching supports YOU

Health Coaching can provide you and your practice with:

- Patients who are well-prepared for their office visits.
- Resources to help educate patients and answer questions.
- Help in caring for patients who are not adhering to your treatment plan, especially those with a chronic illness.
- Patients who have a better understanding of their condition and know how to respond to symptoms.
- Increased patient and provider satisfaction.