

# Better Health Coaching Service: Referral guidelines



## Audience

This document has been created for health professionals in South Australia to support them to determine whether the Better Health Coaching Service is appropriate for adult patients in their care.

## 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.

The Better Health Coaching Service includes:

- Confidential coaching calls with a qualified health professional, available between 8am and 8pm, Monday to Friday (excluding public holidays).
- Evidence based resources sent to the participant's home, to support the implementation of healthy lifestyle behaviours.
- Personalised goal setting and support 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.

## 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 South Australians who meet the following criteria:

- 18 – 74 years of age, and
- Have a BMI of 27 or above (pre-pregnancy BMI for patients referred during pregnancy), and
- Are seeking support for lifestyle management of chronic disease risk factors.

## Exclusion criteria

- People with eating disorders.
- Clinical conditions requiring specialised dietary management.
- People with a BMI < 27 (pre-pregnancy BMI for patients referred during pregnancy).
- People who have previously completed four or more coaching calls with either the Better Health Coaching Service or Get Healthy Information and Coaching Service are not eligible to re-enrol into the Better Health Coaching Service for two years from the date of their last coaching session.

## Re-entry criteria for the Better Health Coaching Service

South Australians can re-enrol in the service if they:

- Have previously completed less than four coaching calls with either the Better Health Coaching Service or Get Healthy Information and Coaching Service, or
- Have previously completed four or more coaching calls with either the Better Health Coaching Service or Get Healthy Information and Coaching Service and have waited two years since they have had their last coaching session, and
- Meet the current eligibility criteria.

## Referral options

### Health Professional referral

**Phone:** 1300 822 953 Monday to Friday 9am – 5pm (ACST)

### Online:

Scan the QR  
code to refer



Or visit [betterhealth.sa.gov.au/referrals](https://betterhealth.sa.gov.au/referrals)

### Email/Fax:

Download a hard copy version of the referral form at [betterhealth.sa.gov.au/referrals](https://betterhealth.sa.gov.au/referrals). Complete the referral form and return via:

Email: [info@betterhealthcompany.org](mailto:info@betterhealthcompany.org) Fax: 1300 325 301

### Self-referral

South Australians can sign up by calling 1300 822 953 between Monday to Friday 9am – 5pm, (excluding public holidays) or visiting [betterhealth.sa.gov.au](https://betterhealth.sa.gov.au).

## Pre-service screening for existing conditions

Before undertaking the coaching service, participants will be asked to complete a medical screening questionnaire which asks about a range of health conditions, including whether the participant:

- Has previously or is currently seeing a psychologist,
- Is taking any medications, and
- Is receiving any support from other health professionals.

If any pre-existing 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 the participant's consent, referrals will be made to their nominated GP or health professional for further follow up.

Depending on the severity of the condition or issue disclosed, and whether the participant is receiving further support, the health coach will ask the participant to seek a medical clearance from their nominated GP or treating health professional, to either:

- Confirm the coaching service is safe and suitable for the participant, or
- Provide further support and management, if the coaching service is not deemed safe and suitable for the participant.