

A horizontal bar at the top of the page, below the HCF logo, consists of a series of vertical bars in various shades of purple, blue, and green.

TEAM UP WITH A COACH FOR BETTER HEALTH

Become a healthier you





WELCOME TO THE COACH PROGRAM®

We're always looking for new ways to help you be your healthiest self. That's Uncommon Care.

The COACH Program® is a 6-month over the phone coaching program designed to give you confidence in your recovery and take charge of your health for good.

HOW CAN THE COACH PROGRAM® HELP?

The COACH Program® teaches you ways to manage your condition. You get regular over the phone coaching sessions and written reports from a trained health professional who's committed to helping you reach your health goals.

Your health coach works within published guidelines from the National Heart Foundation of Australia and the Cardiac Society of Australia and New Zealand to help you:

- identify gaps in your treatment, and create a plan to close them
- manage your medications
- improve cholesterol, blood pressure and glucose levels and other health markers
- control your weight
- develop an effective approach to nutrition
- safely increase your daily activity and exercise.

The program works alongside your doctor's advice to enhance your follow-up care but doesn't replace it.

Think of it as a helping hand to take care of yourself when you need it most.

HOW CAN THE COACH PROGRAM® WORK?

- You'll be teamed with a personal coach (a qualified Australian health professional).
- Together you'll work out what you can do to reach targets for the risk factors of your condition.
- At regular intervals, your coach will call you to check how the plans are working for you.
- After each call, your coach will schedule a further call and send you a follow-up letter summarising what you discussed. You will need to consent to a copy being sent to your chosen doctor, specialist or healthcare provider.
- The program usually includes 5-6 sessions over 6 months.

WHO RUNS THE PROGRAM?

The COACH Program® is delivered by NPS MedicineWise for and on behalf of HCF by a team of qualified health professionals from NPS MedicineWise.

NPS MedicineWise is an independent not-for-profit evidence-based organisation with a 21-year history in improving health outcomes in Australia.

HOW MUCH IS IT?

If you're an eligible HCF member it's free to participate in the program. We pay for it on your behalf because, as Australia's largest not-for-profit health fund, we put people before profit.

AM I ELIGIBLE TO TAKE PART?

If you're an HCF member and you have diabetes or a heart-related condition, and you've had hospital cover for at least 12 months that covers heart conditions and vascular system (excluding Accident Only Basic Cover and Overseas Visitors Health Cover), you may be eligible for The COACH® Program.

To find out if you're eligible:



EMAIL
wellbeing@hcf.com.au



CALL US
(02) 9290 0210

To find out more about The COACH Program®:



GO TO
hcf.com.au/coach

PRIVACY

The COACH Program® is run by NPS MedicineWise for and on our behalf. The personal information (including health and other sensitive information) you provide to NPS MedicineWise is used and disclosed only for the purpose of confirming your eligibility and delivering and evaluating the program. If you don't give this information, NPS MedicineWise may not be able to provide you with the services which form the program. NPS MedicineWise won't share your personal information with us, other than the information needed to evaluate your service. This information includes your name and date of participation in the program. With your permission NPS MedicineWise may disclose your personal information (including health and other sensitive information) to your regular doctor or other health care provider. For more information about how HCF and NPS MedicineWise handle your personal information, including how to access and correct your personal information and the complaints process, see the respective privacy policies at hcf.com.au/privacy and nps.org.au/privacy.

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