

WELLNESS COACHING BY PHONE

Make the right call on workforce health



Making good long-term health decisions is now as easy as picking up the phone. Whether your employees are looking to lose weight, quit smoking, or reduce stress, **Wellness Coaching by Phone** can give them the support they need. It puts better health within easy reach, and there's no cost for members.

Lack of support, motivation, and the proper tools can keep people from taking steps toward a healthier lifestyle. Wellness coaches can help eliminate those barriers, allowing your employees to make positive changes with personalized, one-on-one guidance. Participants gain the confidence to set new goals with:

- ▶ **Convenient telephone sessions** – Coaching takes place over the phone, so your employees can easily schedule calls around their work hours.
- ▶ **Skilled professionals** – Participating health educators have received specialized training to build expertise in lifestyle and behavior-change counseling.
- ▶ **Customized action plans** – Coaches work with your employees to create achievable steps that fit their lifestyles.
- ▶ **Medical record integration** – With access to member electronic medical records, coaches can help support employees by identifying missed appointments, making medication reminders, and reinforcing physician recommendations.²



Coaching works

Nearly 1,000 members lost an average of 10 pounds each with Wellness Coaching by Phone.¹

“My coach helped me to think through my objectives and recognize and celebrate milestones as I achieved them. I felt like I had a confidante – someone who was really an advocate in my corner. More members should take advantage of this benefit. For me, it was amazing.”

– Kaiser Permanente member Michelle lost 30 pounds over 5 months with help from a wellness coach, and has maintained the weight loss for 1 year

Building a trusting relationship with a coach

Coaching programs are designed to help your employees make small changes that will lead to lasting success. Participants stay with the same coach throughout all of their sessions to receive the one-on-one guidance and personalized attention that can help them reach their health goals, including:³

- Managing weight
- Eating a healthy diet
- Exercising
- Quitting tobacco
- Reducing stress

Healthy support is a phone call away

Wellness coaching is available Monday through Friday at no extra cost for your employees with Kaiser Permanente coverage. English- and Spanish-speaking coaches are available, and there's no need for a referral.⁴ Your employees can get started by calling **866-862-4295** to learn their location's hours of operation and make an appointment.



To learn more about wellness coaching, contact your Kaiser Permanente representative.

¹Schmittziel, et al., "The Impact of Telephonic Wellness Coaching on Weight Loss," *Obesity*, February 2017.

²The Wellness Coaching by Phone program doesn't connect to the electronic medical record in Washington.

³Kaiser Permanente Washington offers alternative tobacco-cessation programs.

⁴Spanish-speaking wellness coaches not available in Hawaii.

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