



## Make a **CHANGE** for better health.

CALL A PERSONAL WELLNESS COACH TODAY.

We all strive to improve our health—to be more energetic, more focused, and more productive. But whether you're trying to lose weight, quit smoking, or manage stress, getting started and staying motivated can be a challenge. Now you can get the extra support you need to make healthy changes and stick with them—**just by making a phone call.**

### How it works

Sometimes a lack of time, resources, or support can make it hard to live your healthiest. Wellness coaching by phone can help you eliminate those barriers, allowing you to make positive changes.

Partner with a coach today to:

- **Focus on healthy habits**—Make healthy behavior changes to help you lose weight, quit smoking, manage stress, get more active, or make healthier food choices.
- **Create a customized plan**—Work with your coach to outline manageable steps you can take to reach your goals. Little changes over time can help you achieve long-term success.
- **Schedule convenient telephone sessions**—Coaching takes place over the phone, so you can set up calls at times that work for you.

Personal wellness coaching is available at no charge for Kaiser Permanente members. Coaching is offered in English and Spanish, and no referral is needed.

### Simply pick up the phone and call to get started.

**In Southern California: Call 1-866-402-4320**, Monday through Friday, from 6 a.m. to 7 p.m., to make an appointment. Coaching sessions are available Monday through Friday, from 6 a.m. to 7 p.m.

**In Northern California: Call 1-866-251-4514**, seven days a week, from 6 a.m. to midnight, to make an appointment. Coaching sessions are available Monday through Thursday, from 8:30 a.m. to 7 p.m., and Friday from 8:30 a.m. to 5 p.m.

Information relating to coaching services you receive will be included in your Kaiser Permanente medical record and accessible by your health care providers.



## Haga un CAMBIO por el bien de su salud.

LLAME HOY MISMO A UN INSTRUCTOR PERSONAL DE BIENESTAR.

Todos nos esmeramos por mejorar nuestra salud, para tener más energía, mantenernos bien centrados y ser más positivos. Sin embargo, cuando se trata de adelgazar, dejar de fumar o controlar el estrés, puede ser difícil comenzar a hacer cambios y mantenernos motivados. Ahora usted puede recibir el apoyo adicional que necesita para hacer cambios saludables que pueda adoptar para siempre **con solo una llamada telefónica.**

### Cómo funciona

A veces la falta de tiempo, de recursos o de apoyo puede hacer difícil vivir de la manera más saludable posible. La ayuda por teléfono de un instructor de bienestar puede eliminar esas barreras y permitirle hacer cambios positivos.

Colabore con un instructor hoy mismo para:

- **Enfocarse en hábitos sanos:** cambie de manera positiva su conducta para que pueda adelgazar, dejar de fumar, controlar el estrés, mantenerse más activo o elegir alimentos más sanos.
- **Crear un plan personalizado:** colabore con su instructor para establecer pasos realistas que le permitan alcanzar sus metas. Aun hacer cambios pequeños puede ayudarle con el tiempo a tener éxito a largo plazo.
- **Fijar sesiones cómodas por teléfono:** la instrucción se lleva a cabo por teléfono para que pueda establecer llamadas a las horas que mejor le convengan.

El programa de instrucción personal de bienestar es gratuito para los miembros de Kaiser Permanente. Además, se ofrece en inglés y español y no necesita una referencia.

### Simplemente descuelgue el teléfono y llame para comenzar.

**En el Sur de California:** llame al **1-866-402-4320**, de lunes a viernes de 6 a. m. a 7 p. m., para hacer una cita. Las sesiones de instrucción se ofrecen de lunes a viernes de 6 a. m. a 7 p. m.

**En el Norte de California:** llame al **1-866-251-4514**, de lunes a viernes de 6 a. m. hasta la medianoche, para hacer una cita. Las sesiones de instrucción se ofrecen de lunes a jueves de 8:30 a. m. a 7 p. m. y los viernes de 8:30 a. m. a 5 p. m.

La información referente a los servicios de instrucción que reciba se colocará en su expediente médico de Kaiser Permanente y sus proveedores de atención médica podrán acceder a ella.

# Wellness Coaching by Phone

## FREQUENTLY ASKED QUESTIONS

### Q: What is wellness coaching?

**A:** Wellness coaching is a benefit provided to Kaiser Permanente members in California through which a wellness coach gives personal guidance to help you achieve your specific wellness goals. It's offered through convenient phone sessions that allow you to check in with your coach periodically to help you stay on track.

### Q: What is a wellness coach?

**A:** A wellness coach is a health professional dedicated to teaching you new techniques to support positive change. This is someone who can help you increase your motivation and build the confidence to become your healthy best. Your coach is specially trained to help you break through barriers that may have held you back in the past. He or she may be a nurse, registered dietitian, licensed counselor, social worker, or health education professional skilled in motivational counseling techniques. All of our wellness coaches are trained to provide coaching services in a consistent manner based on clinical guidelines and adult learning theory.

### Q: What topics can I get coached on?

**A:** Wellness coaching is available for smoking cessation, stress management, physical activity, weight management, and healthy eating.

### Q: How does wellness coaching work?

**A:** You can make an appointment with a wellness coach by calling the number for your region listed below. During your first appointment, your coach will ask you a variety of questions about your health, and help you assess your readiness and motivation to make a change at this time.

You'll choose the health topic you want to focus on, figure out if you're ready to make adjustments, and start setting goals for healthy change. Your coach can also connect you with other Kaiser Permanente resources that can help you achieve your goals, such as onsite classes and web-based programs.

If you stick with wellness coaching, you can schedule your follow-up appointments when it's convenient for you. Throughout the program, your coach will help you identify your strengths and build upon them. You'll also discover potential obstacles to success and how to overcome them.

### Q: Is there a fee for this program?

**A:** No. Wellness coaching is free to Kaiser Permanente members.

### Q: How many wellness coaching sessions will I have?

**A:** Typically, wellness coaching includes four sessions, though you and your coach will determine the exact frequency and number of phone sessions based on our coaching guidelines and your unique situation. You will also be able to email your wellness coach throughout the coaching process. Your coach may also help you connect with other resources that will help you continue to make progress with your goals.

### Q: Is health coaching offered in Spanish?

**A:** Yes. We offer bilingual coaching services (English and Spanish).

### Q: How else can a wellness coach provide guidance tailored for my needs?

**A:** Your wellness coach also has access to your electronic health record. This provides him or her with additional information to help guide you on your path to wellness.

### Q: Do wellness coaches have access to the results of my total health assessment?

**A:** Yes. If you decide to have a summary of your total health assessment included in your electronic health record, your wellness coach will be able to access it. Completion of the assessment is not a prerequisite to accessing wellness coaching services; however, the information gained when you complete the assessment can be a great way for you and your coach to identify areas to work on. To take the total health assessment, visit [kp.org](http://kp.org) and click on the Health and Wellness tab. Scroll down to Member programs and classes, and choose "Take a total health assessment."

### Q: Is my personal information secure?

**A:** You can be confident that your privacy is protected, and that the security and confidentiality of your personal information will be maintained. We use procedural, physical, and electronic security methods designed to prevent unauthorized people from getting access to your information. Information relating to the coaching sessions you receive will be included in your Kaiser Permanente medical record and accessible by your health care providers.

### Q: Where can I find out more about wellness coaching by phone?

**A:** Members can call these numbers for their specific region:

#### In Southern California:

- To make an appointment, call **1-866-402-4320**, Monday through Friday from 6 a.m. to 7 p.m.
- Coaching is available Monday through Friday from 6 a.m. to 7 p.m.

#### In Northern California:

- To make an appointment, call **1-866-251-4514**, seven days a week from 6 a.m. to midnight
- Coaching is available Monday through Thursday from 8:30 a.m. to 7 p.m. and Friday from 8:30 a.m. to 5 p.m.