

How it works for patients

1



Take a free and private health check – online or by phone.

Complete online at any time at hw.qld.gov.au/wellnessmyway or by phone Monday – Friday, 8am-8pm by calling **13 HEALTH** (13 43 25 84) and asking for the Way to Wellness service.

2



Chat with a Queensland telephone coach to make a plan that suits you.

Interpreter services also available.

3



Connect with free or low cost programs to:

- Eat well
- Quit smoking
- Boost mental wellbeing
- Move more
- Reduce alcohol
- And more!

8 out of 10 consumers would recommend Wellness my Way to their family and friends

“I’d definitely recommend the program. I felt motivated by the explanations and suggestions on how to change my habits.”

– CONSUMER

Wellness my Way is an initiative of the Queensland Government, delivered in partnership by Health and Wellbeing Queensland, Queensland Health's Health Contact Centre, South West Hospital and Health Service and The Health and Wellbeing Centre for Research Innovation at The University of Queensland.

Connect your patients with health behaviour change programs and support



 **wellness my way**

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A free entry point to health and wellbeing support for your patients

Wellness my way is a FREE program that helps your patients prevent, delay, and manage chronic disease by supporting patients to build and sustain healthier habits. By encouraging patients to participate, you give them access to multiple program and support options matched to their health goals.



WELLNESS MY WAY OFFERS

- ✓ A single, easy referral pathway for prevention
- ✓ A skilled motivational interviewing coach to help patients build motivation and set achievable goals
- ✓ Referral to evidence-based programs, matched to your patient's needs and preference
- ✓ Free and low-cost programs available locally
- ✓ Connection back to primary care

WHO TO REFER

Anyone over 18 and not currently pregnant is eligible. Consider referral for patients who can benefit from health behaviour change.

WHEN TO INTRODUCE WELLNESS MY WAY

Wellness my Way works alongside your usual clinical care. Many types of patient interactions can be leveraged as an opportunity to support chronic disease prevention. Examples include:

1

Routine and general care

Everyday care with well patients

- Pharmacy script collection
- Flu vaccination
- Routine checks and conversations

2

Community-based care

Health interactions in non-clinic or community-facing settings

- Healthy ageing support
- Parents during child health nurse consultations
- Outreach events or mobile clinics

3

Ongoing condition management

Planned, structured care for people living with long-term health needs

- Allied health follow-up
- Chronic disease management planning

4

Hospital and post-acute care

Interactions with patients in acute or post-acute settings to provide ongoing support

- Discharge planning
- Outpatient follow-up
- When adding patients to waitlists*

* Patients on SWHHS specialist outpatient waiting lists will receive an SMS invitation to Wellness my Way. Staff can reinforce this message by encouraging participation.

“Wellness my Way has given our patients a greater opportunity to access services that they – or that we – may not have known about.

– NURSE PRACTITIONER

LEARN MORE

For more information and resources, including an example 5As conversation, visit the website: hw.qld.gov.au/wellnessmyway

