



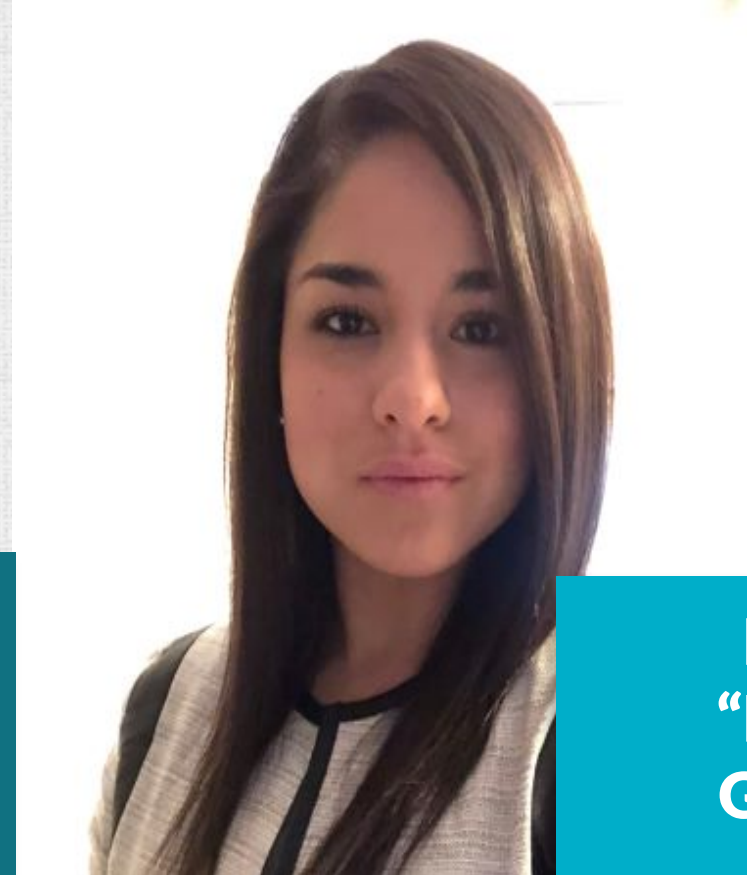
Vera Whole Health: Meet your Vera Health Coach

November 10, 2020



Bianca Lopez

*Member
Engagement
Manager*



**Rosa
"Nelly"
Garcia**

*Whole Health
Coach*



What is
Vera Whole Health?



What is
Health Coaching?

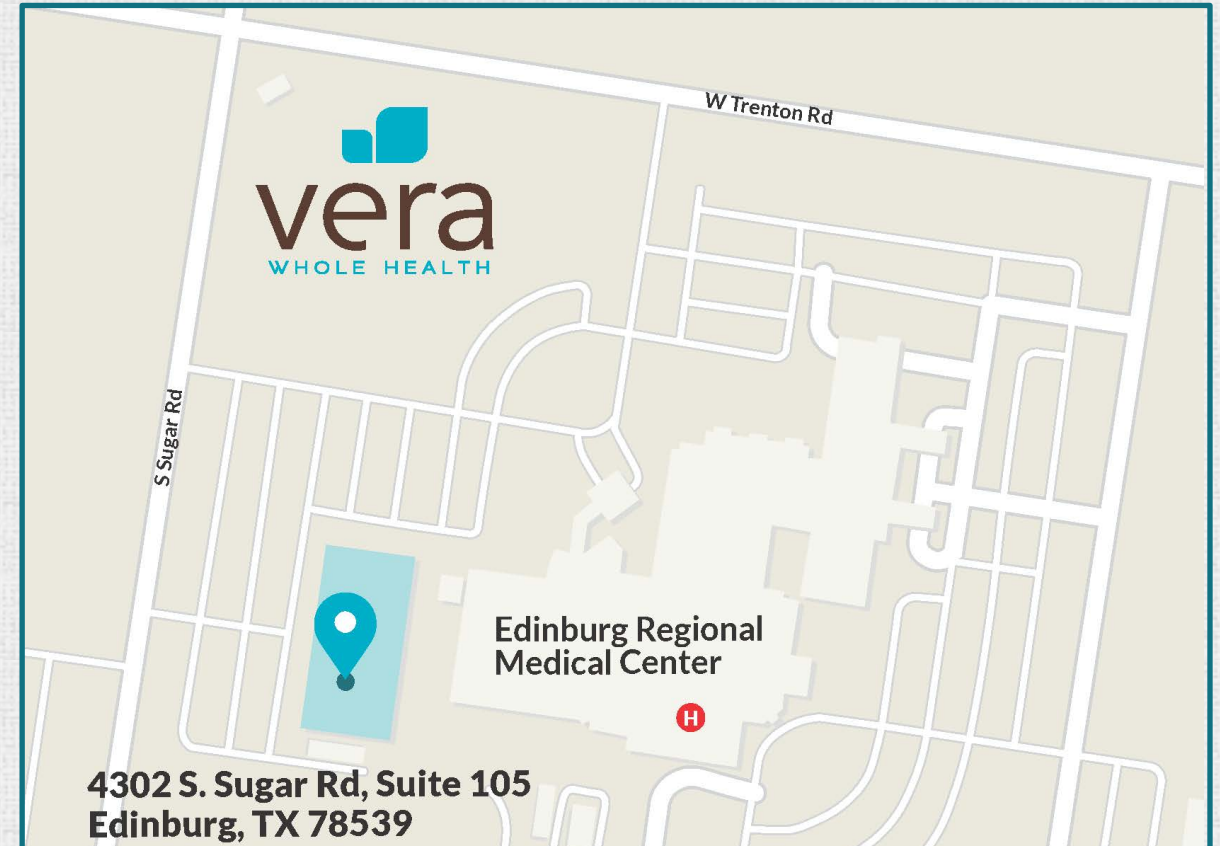


How can a health
coach help you?

Your New Vera Care Center



Edinburg Care Center
(956) 287-3099



4302 S. Sugar Rd, Suite 105
Edinburg, TX 78539

Monday – Friday 7:30 AM – 5:30 PM

Your New Vera Care Center



Patient Registration



Exam Room



Health Coach Room



Onsite Labs

Prevention

AWHE (Annual Whole Health Evaluation)

Age-Appropriate Screenings

Biometrics

Family Planning

Immunizations

Well Woman Exams

Acute Care

Back Pain

Cough / Colds

Sprains & Strains

Rashes

Urinary Tract Infections

Wound Care

Chronic Disease Management

Diabetes

Depression

Hypertension

Obesity

Arthritis

All services are \$0 Co-Pay.
Hidalgo County pays for each member to access.



Fundamentals of Health Coaching

Collaboration

Empathetic Listening

Action - Oriented



What Health Coaching Is Not...

Registered Dietician

Meal Planning

Healthy Eating Choices

Personal Trainer

Exercise Programming

Exercise or Activity Goals

Counselor / Therapist

Mental Illness

**Meditation, Mindfulness,
Stress reduction**

Medical Provider

Medical Advice

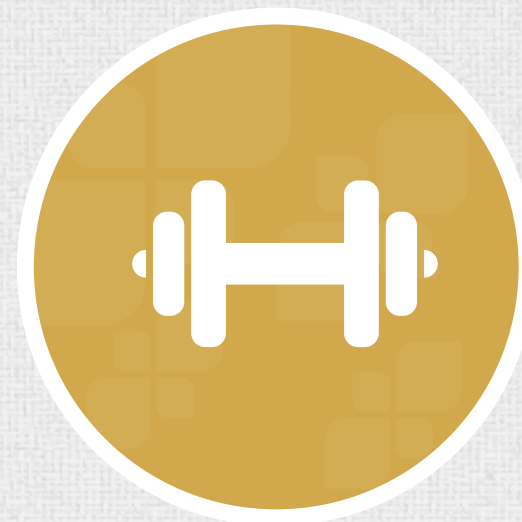
Partner with provider

It is NOT successful without YOU showing up and doing the work!

Meet Your Health Coach

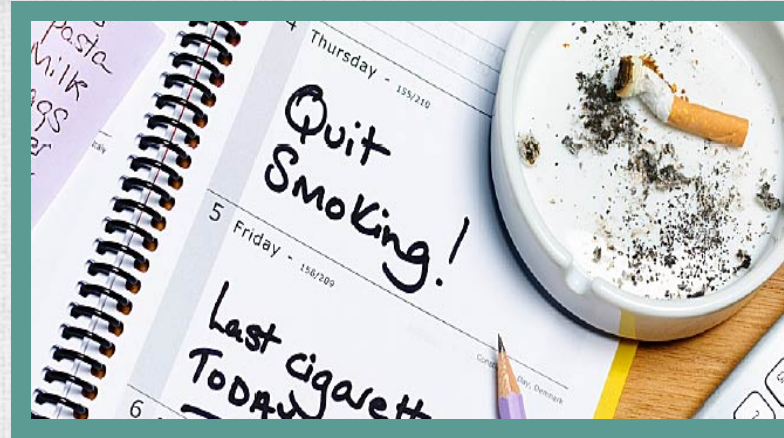


Rosa Garcia
Health Coach





Stress



Smoking Cessation



Healthy Eating



Goal Setting



Healthy Eating

Meal Prep

Portion Control

Reduce Fast Food

Grocery Shopping

Physical Activity

Locating Resources

Scheduling Time

Run a 5K

Start a Program

Stress / Balance

Mindfulness

Meditation

Time Management

Relationships



Certified:



Create a Safe Space

Listen with Empathy

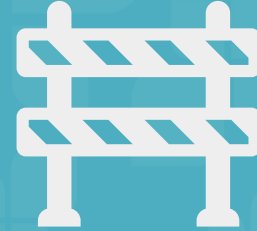
Ask Powerful Questions

Encourage Transformation

How does health coaching work?



Identify Goals



Identify Barriers



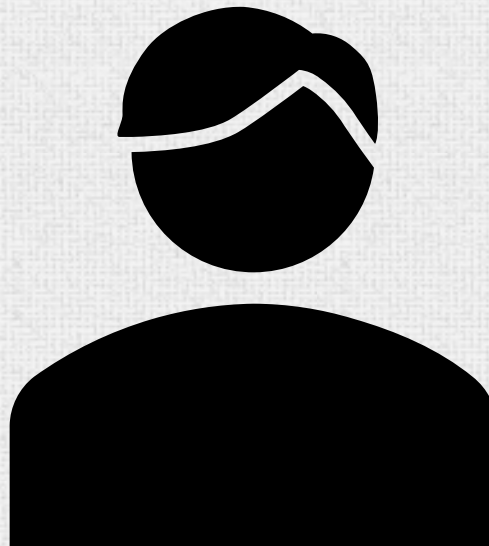
Create a Plan



Check Progress



**I just got my biometrics
results back and they
were not what I
expected...**





**I know I need to
change my diet
and work out
more....**

**I also know if I don't
get my health under
control things will
not be good!**





**What would be
different if I
could achieve my
health goals?**

**I would feel
more
confidant**

**Be more active
with my
children**

**Finally get off
my medications**



1. What is one health concern you have that comes to mind?

High BP, Lack of energy, Losing weight

2. What would change in your life if this health concern was improved in the next 6 months? How would you feel?

I would feel energized, be free from medications, be able to run around with the kids again

3. If you did nothing to change, what would happen in the next 6 months?

I would not feel healthier, I would not get off medications, I might even run the risk of a heart attack



Let's Practice Mindfulness



<https://youtu.be/SEfs5TJZ6Nk>



How Do I Get Started?

Annual Whole Health
Evaluation



Frequency
(1 x week, 2 x month)



First Coaching
Connection



Schedule your next
coaching session

How to Contact Us

Call (956) 287-3099

Website:
patients.verawholehealth.com

Email:
edinburg@verawholehealth.com





Question: How much are the co-pays and is there a wait?

The Vera Care Center is FREE to all eligible members on the Hidalgo County Aetna plan. That includes any member of your family on your plan. All labs, visits, and coaching sessions at the care center are no cost. Our goal is to ensure every patient has an appointment so that waiting times are minimal.

Question: How can health coaching help with nutrition?

Your health coach will work to partner with you on ways to improve your overall nutrition by co-creating an action plan led by you. If your medical conditions or history require a dietitian, we can refer you to other programs available to Hidalgo County employees. However, your coach can be an additional resource of accountability while you are working with a dietitian.

Question: What is the easiest and fastest way to see a decrease in triglycerides?

Reducing carbs and increasing exercise under the supervision of a provider. Your health coach can also be your partner in accountability and help you develop plans around making these changes.

Question: What is the difference between a health coach and a licensed counselor or therapist?

Coaching focuses on visioning, success, the present and moving into the future. Therapy emphasizes psychopathology, emotions, and the past in order to understand the present. The purpose of coaching is usually around performance improvement, learning and development, while therapy is on personal healing or recovery.

(Reference: International Coaching Federation)



Question: How old do you have to be to start Health Coaching? My daughter is interested in changing her health?

Health Coaching a Vera is for all eligible members over the age of 18. Your spouses or dependents can call the care center to start with an Annual Whole Health Evaluation and coaching connection.

Question: Can I participate in more than one “term” of health coaching? (A term is 6-12 sessions).

As an eligible member you can participate in as many terms as you would like annually. Should your goals change during your first term, we can start your second term with new goals.

Question: Do I have to have a smart phone to participate in virtual coaching?

No. All you need is phone. Should you decide to not do in-person health coaching, you can choose to do telephonic coaching. Your coach will call you at the appointment time and ensure that the time is still convenient for you before starting your session.

Question: How can coaching help with high blood pressure?

As many of the examples above, all chronic disease management can be improved with nutrition and physical activity under the supervision of your provider. Your coach will work with you to discuss an action plan for any goals or behavior changes you desire to make. Your health coach will not only keep you accountable but motivate you along the way and help you celebrate big and small wins.

Question: How can I reduce cholesterol naturally?

Eating a heart healthy diet is key!

- Reduce fatty foods, red meats and full fat dairy products.
- Increase soluble fibers
- Eliminate trans fats

As always, you should discuss with your provider for more specific suggestions for your body and dietary needs. If you are ready to start making changes, schedule a coaching connection to see how coaching can help you with accountability and success.

Do you have additional questions about incentives?

Want to learn more about what programs are offered to you as an employee?

Need more information about your benefit offerings?

Contact your Wellness Program today!

Contact Information:

Website:

<http://www.hidalgocountywellnessprogram.com/>

Email:

hidalgocounty.wellness@co.hidalgo.tx.us

Telephone: (956) 292-7025

Wellness Program Coordinator:

Diana Hualpa

E-mail: diana.hualpa@co.hidalgo.tx.us

Extension: 4956

How to Contact Us

Call (956) 287-3099

Website:
patients.verawholehealth.com

Email:
edinburg@verawholehealth.com



Thank you for your participation.

We would love to hear more from you! If you have any follow-up questions or ideas for future webinars, please send a message to vwhwebinars@verawholehealth.com