

Virgin Pulse phone coaching



It can be tough to manage your health goals all by yourself.

That's why we offer free access to dedicated health coaches who can talk to you on the phone and help you make a plan for getting healthier.

Whether you're looking to improve your eating habits, sleep better, or manage a health issue like diabetes, our health coaches are here for you. And they're only a phone call away.



Schedule a call to:

- Talk to a health and wellbeing expert.
- Get confidential, one-on-one sessions to discuss your goals.
- Discover new motivation and get personal guidance — all at no cost to you.

Our health coaches are available when it's most convenient for you. Whether it's during the week, an evening, or on a Saturday, you can find the time that works for you.

During a one-on-one, confidential session, our coaches can help you:

- Eat healthy, nutritious foods
- Get more physical activity
- Improve your sleep
- Quit smoking
- Reach a healthy weight
- Reduce stress
- Understand your medicines

Your coach is a health expert. The kind of expert everyone wishes they could talk to, and who is 100% focused on you. Have a health concern that's new to you or impacts your daily wellbeing? Coaches are experienced in helping people manage:

- Anxiety
- Arthritis
- Depression
- Pregnancy
- GERD
- IBS
- Migraine
- Hypothyroidism
- Insomnia
- Alcohol misuse
- Opioid misuse
- Infertility



Ready to get started? Follow these easy steps:

Step 1

Sign into your Virgin Pulse account at www.simplepayhealth.com > Member Login.



Step 2

Go to the **Health** tab and choose “COACHING.”

Step 3

Scroll down and choose the topic you’re interested in.

Step 4

Find a date with available times on the calendar, and choose the time that fits your schedule.



Your first coaching session

The first session lasts 30 to 45 minutes and will help you build a meaningful relationship with your coach. During the phone call, you'll:

- Learn about your coach's background and experience.
- Get an overview of the process and expectations.
- Share what you hope to gain from working with a coach.
- Talk about your past health, any medicines you take, and if you have a primary care doctor.
- Discuss the habits or behavior you'd like to change.

Choose a SMART goal

Your coach will guide you as you explore your strengths, barriers, support network, and interests: All to help you achieve the goal that matters most to you. With your coach's help, you'll choose a SMART goal — a goal that's:

- Specific
- Measurable
- Achievable
- Realistic
- Time-based

Then you'll work with your coach to find the small steps you can take to make progress toward your goal. At the end of each session, your coach will help you schedule your next appointment. These ongoing, follow-up appointments last about 15 minutes.

Ongoing coaching sessions

During your follow-up sessions, you'll update your coach on your progress and plan other steps to help you stay on track. For example, you might cover:

- Roadblocks and how to overcome them.
- How your goal impacts your total wellbeing.
- If you need to adjust a goal or create a new one.

Between coaching sessions

Keep working toward your goal by using Virgin Pulse! Sign in to start tracking a new habit, like eating a healthy breakfast or adding more vegetables to your plate. Or participate in a step challenge to get more exercise. Your health coach can point you in the right direction.

Completing the coaching experience

You can choose to stop talking with your health coach at any time. But, you'll officially complete the coaching experience when you and your coach agree that you:

- Have made progress toward reaching your goal.
- Know your health numbers and how they relate to stress, eating healthy, exercise, blood pressure, blood sugar, weight, and more.
- Understand your medicines and when to take them.
- Know when to follow up with your doctor for any lab tests, treatments, and preventive care.
- Have seen an improvement in your symptoms and health numbers.
- Feel confident and able to go forward on your own — by creating goals and using Virgin Pulse's tracking tools.

