

# Patient Referral for Physical Activity Advice

## 'Go for your life' Infoline referral

Monash Division of General Practice has received funding through the Department of Human Services to develop a physical activity referral service for use by general practices. The division has:

- Developed a simple fax back referral form that GPs and practice nurses can use to refer patients to 'Go for your life' Infoline for advice on local physical activity options
- Expanded the number of local physical activities recorded on existing electronic databases.

### Referral Process: GPs / practice nurses

1. GP / practice nurse identifies a patient who needs to improve their level of physical activity but would like assistance to identify physical activities relevant to their needs.
2. GP / practice nurse completes the referral form (downloaded in Medical Director or paper based)
3. The referral form is faxed from the practice to 'Go for your life' Infoline who then phone the patient to discuss activity options and provide feedback (see below).

### What you and your patient can expect from a referral to 'Go for your life' Infoline

Upon receipt of a referral, a 'Go for your life' Infoline Health Coach will acknowledge receipt of the referral and contact the patient at the suggested time. At present calls are limited to between 9.00am and 6.00pm Monday – Friday with possible exceptions made in special circumstances.

During the initial contact, the trained 'Go for your life' Infoline Health Coach will use a selection of databases and information provided by the GP, and through discussion with the patient, to identify local activity options that are suitable for the patient. The Health Coach will work with the patient using motivational interviewing and health coaching techniques to set goals, problem solve barriers to physical activity and work towards the achievement of some level of physical activity self management.

At the time of initial contact with the patient, the level of follow-up required will be determined. The patient will then be offered either:

- a one-off follow-up call approximately one month later, or
- intensive follow-up (5 contacts over 6 months).

The 'Go for your life' Infoline Health Coach will provide feedback to the GP/ practice nurse in a brief report after the initial contact with the patient and additionally as relevant during the follow-up period.

### 'Go for your life' Infoline Referral Template

The 'Go for your life' Infoline template prompts the GP/ practice nurse to complete the following:

- Patient's preferred contact day and time for the initial telephone contact by 'Go for your life' Infoline Health Coach.
- Patient's current physical activity status:
  - Low (Activity less than that required to maintain good health)
  - Moderate (< 30 mins moderate intensity activity on most days of the week)
  - Active (≥ 30 mins moderate or vigorous physical activity on most days of the week)
- Any health issues relevant to the 'Go for your life' Infoline Health Coach, including issues that will impact on the patient's ability to safely undertake activity
- Possible activities for 'Go for your life' to discuss with the patient
- Other comments relevant to the referral, eg low cost, disabled access, team based, social aspects, cultural/language factors, transport
- Consent. The GP and patient consent enables information transfer and follow-up.

The referral template is available in both paper-based and 'Medical Director' format. The templates are accessible from the Monash Div. website [www.monashdivision.com.au](http://www.monashdivision.com.au) or by contacting the Division.

'Go for your life' Infoline focuses on the delivery of services to support the Vic State Govt's population health campaign 'Go for your life'. 'Go for your life' is supported by Kinect Australia, an independent incorporated association for all Australians committed to the promotion of 'active living'.



#### Further Information

For further information or assistance, please contact Michele Speak at Monash Division of General Practice on 9570 3727 or email [micheles@monashdivision.com.au](mailto:micheles@monashdivision.com.au)

