

# FAQ's for Clinicians



## What is Pack Health?

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Pack Health is a digital health coaching company focused on improving health outcomes for employees with chronic conditions. When a patient is enrolled in Pack Health's coaching program, he or she is paired with a dedicated Health Advisor that will work with them on a weekly basis via phone call, text message, and email. Health Advisors are there to help members set personal health goals, but also provide the resources necessary so the member can reach their goals regardless of barriers.

## Why Pack Health?

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Pack Health is a nonclinical behavioral coaching program. Pack Health is an extension of care outside the clinical setting. Our Health Advisors help enforce what his or her provider has already recommended and help a patient adhere to their care plan by setting attainable goals. Since Pack Health is nonclinical, we care-coordinate back to the primary clinician and prepare member for future appointments.

## Who are Health Advisors?

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Most of our Health Advisors are Masters prepared in a health-related field such as public health, social work, biology, nutrition, or exercise physiology. All Health Advisors go through extensive internal training on conditions we work with, including sitting for the National Board for Health & Wellness Coaching (NBC-HWC) certification exam.

## What do Health Advisors do for my patients?

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Health Advisors help their members with anything they need that relates to their health, health care and well-being. Health Advisors aim to focus on the member's "chief complaint" as it is usually the biggest barrier to improved well-being. Health Advisors cover anything from understanding the member's condition better, saving money on medical expenses, kicking bad habits like smoking or sugar addictions, to prepping for appointments with specialists or primary care physicians.

## Which patients are eligible?

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The patient must have a diagnosable either Psoriasis, Rheumatoid Arthritis, Non-valvular Atrial Fibrillation, or Inflammatory Bowel Disease. The patient must be 18 years or older and are English-speaking.

## How do I enroll my patients?

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There are many options to enroll your patients in Pack Health. Any of these options will work depending on what fits best in your workflow:

1. Visit [www.packhealth.com/cmeoutfitters](http://www.packhealth.com/cmeoutfitters). Enroll with patient's name, email, phone number, and mailing address. **If the patient does not have an email**, use [none@packhealth.com](mailto:none@packhealth.com)
2. Use paper enrollment form and fax in. Be sure to add provider name if you wish to track enrollments.
3. Call our office at 855-255-2362 ext. 1 with patient information.
4. Pack Health can run outreach and enrollment of patients if given list of eligible patients.

## How do my patients engage with Pack Health?

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Your patient's personal Health Advisor will call 24-48 hours after enrollment. Once the member is onboarded, he assigned Health Advisor will set up scheduled times with the member to call once weekly. If able, the Health Advisor will follow up phone calls with 2-3 texts weekly to keep the member engaged and accountable for the goals that were set.

## How do my patients engage with Pack Health?

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Members of Pack Health have up to 3 months to work with their Health Advisor on their goals.

## More Questions?

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Contact [katie@packhealth.com](mailto:katie@packhealth.com)

Visit [solutions.packhealth.com](http://solutions.packhealth.com)