



Work, health
and life services:
health coaching.



**Mental health is never one-size-fits-all.
At GreenShield Health, we understand that
it often takes more than just therapy for your
employees to live and feel their best.**

GreenShield Health offers Work, Health and Life services to provide support across the health spectrum and optimize your team's total well-being. Our vast network of over 100 different types of practitioners is here to help employees and their families navigate life's many challenges and achieve their personal goals.

Our practitioners include, but are not limited to:

- Registered nurses
- Occupational therapists
- Pharmacists
- Chronic disease health coaches
- Cancer coaches
- Addiction coaches
- Certified diabetic educators
- Registered dietitian
- Holistic nutritionists
- Naturopathic doctors
- Relationship coaches
- Sexual health and wellness coaches
- Indigenous knowledge keepers
- Smoking cessation coaches
- Ergonomists
- Parenting coaches
- Eldercare
- Adult sleep coaches
- Fitness coaches
- Yoga coaches
- Doulas
- Certified childbirth educators
- Pediatric sleep coaches
- Lactation consultants
- Pediatrics and more

How it works

We offer whole health assessments and provide meaningful recommendations to help your employees and their families take advantage of all our services.

- 1 Employees submit a request for Health Coaching by visiting the the Well-being tab in GreenShield+ or by calling GreenShield Health directly. They will then receive a comprehensive consultation/assessment completed by a nurse on our health services team.
- 2 The nurse works with the employee to create a customized care plan that best supports their needs and long-term health improvement.
- 3 Employees will be provided health education, access to resources, recommendations, or referrals to professionals within our network.

The Client Journey



Profile

Abbas

Age 55 (Administrator)

1 Submit Request

After his recent hypertension diagnosis, Abbas has recognized that he needs to make some lifestyle changes to prioritize his health. Through the Work, Health and Life Services on GreenShield+ dashboard, he requests health coaching services to help him reduce his blood pressure. Within 24-72 hours, a registered nurse reaches out to schedule Abbas's initial virtual consultation to better understand his concerns and build a care plan.

2 Health Assessment

The nurse performs a complete health assessment, which includes an evaluation of Abbas's nutritional status, medical history, medication, sleep patterns, mental health, and more. She identifies that Abbas's physical activity has significantly decreased over the last two years as he has transitioned to a work-from-home role. He also mentioned that he started taking ginseng supplements to boost his energy but that his diet generally consists of processed foods. Lastly, Abbas explains that he is experiencing increased stress, leading him to resume cigarette smoking.

3 Customized Care Plan

Considering Abbas's complete health profile, the registered nurse creates a customized care plan with referrals to practitioners best suited to support Abbas's total health and well-being. This includes referrals to:

- **A registered dietitian** specialized in cardiac health and reducing blood pressure
- **A registered kinesiologist** who can work with Abbas on incorporating safe physical activity into his daily life and lowering hypertension
- **A smoking cessation coach** trained to provide smoking cessation counselling and improve health outcomes
- **A GreenShield Health therapist** to help Abbas in developing effective stress reduction strategies

4 Prevention

Finally, the nurse explains the signs and symptoms of elevated blood pressure and when to seek emergency care. She provides health education about ginseng, describing how it can raise blood pressure, and encourages Abbas to discuss using these supplements with his physician.

In this holistic approach, Abbas is supported in a full circle of care that allows for the most effective utilization of employer-sponsored resources and the best support for his long-term health.

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GreenShield means, collectively, Green Shield Canada (GSC), Green Shield Association, and Green Shield Holdings Inc., which houses health services and benefits administration businesses, including Green Shield Health Inc. and Green Shield Administration Inc.