How is information about me handled?
Queensland Health is subject to privacy and confidentiality legislation, which sets the standards for how we handle your personal information. To protect your privacy Queensland Health is required to comply with the Privacy Principles which are contained in the Information Privacy Act 2009 (Qld), in particular, the National Privacy Principles. These principles include rules about the collection, use, quality, security and disclosure of personal information. Queensland Health staff are also bound by a strict legal duty of confidentiality in Part 7 of the Hospital and Health Boards Act 2011.

Where can I find more information about health records?
Further information is available on our website at http://www.health.qld.gov.au/system-governance/records-privacy/health-personal/default.asp#more
**The COACH Program**

Queensland Health currently offers a health initiative called The COACH Program® which is available to people living in Queensland who have been diagnosed with:

- pre-diabetes
- type 2 diabetes
- coronary heart disease
- COPD (Emphysema or Chronic Bronchitis).

The COACH Program aims to help you achieve targets to reduce your risk factors. These targets are developed using best practice guidelines for your particular medical condition.

This program can help you improve your general health and reduce avoidable admissions to hospital.

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**How does it work?**

The COACH Program runs for approximately six months, with a call to you every four to six weeks. The program is delivered by qualified health professionals (such as registered nurses) employed by Queensland Health.

Your coach will contact you by phone, at a time suitable to you, to discuss your risk factors, the targets and treatments for those factors specific to your condition.

Factors that the coach may talk to you about include blood glucose levels, cholesterol, blood pressure and your diet.

At the end of each session your coach will send you a letter recapping the call you have had and confirming a time for your next session. Any doctor, specialist or healthcare provider nominated by you will also receive a copy of the letter.

You are also welcome to contact your coach in between sessions if you have any questions or would like further information. You are free to discontinue The COACH Program at any stage.

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**Evidence**


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‘I’m on track now to look after myself.’
Cecelia 72, Darling Downs

‘Good program for rural people like me. Good to have somebody to talk to.’
Wayne 58, North West Queensland

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We also work alongside the 13HEALTH (13 43 25 84) and 13QUIT (13 78 48) services.

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**About The COACH Program**

The COACH Program was developed by an Australian clinician. The program is supported by research and has been successfully used in Queensland for over five years. The program is also used interstate and overseas.