Please review with member and before submitting referral on behalf of CCS member:

Golden Mend Wellness and Counseling (GMWC) acknowledges the variability in physical health monitoring services offered by organizations partnered with CCS.

The intent of this document is to communicate what our agency offers as well as limitations to what we can offer under the physical health monitoring (coaching) domain.

**Please review this with member and before submitting a referral** for physical health coaching with one of Golden Mend’s providers:

* **Our providers view physical wellness on a continuum that is intricately linked to mental health wellness.**
* **Our providers work with members to develop awareness of their strengths and weaknesses as it pertains to physical health (wellness) management.**
* **Our providers help members foster curiosity and engagement with skills, strategies, and activities for improving overall physical health (wellness).**
* **ALL services are provided with the intent of being both goal and recovery oriented.**

**Some examples of how services rendered might look (list is not exhaustive and meant to provide clarity):**

* Supporting member in attending/ processing medical appointments. Helping member identify effective communication/ processing skills. This support is meant to be **temporary** as the goal is to help the member develop communication skills to engage in appointments independently.
* Assisting member in applying behavioral change advice of medical providers. For example, if member is working with dietician, physical therapist, etc and those providers have at-home recommendations for improving health, our providers will assist member in implementing those recommendations as form of skill/ habit development.
* Coaching member by asking questions and/or providing support in a way that allows members to arrive to their own answers/ vision for wellness.
* Helping member explore and address barriers to improving overall quality of life by identifying and engaging with enjoyable activity that is movement-based.
* Supporting member in being curious about movement as a strategy for managing health symptoms.
* Supporting a member in developing habits of walking, bicycling, exercise, gardening, meal planning, grocery shopping etc (there will be variability depending on provider’s training and background).
* Helping members explore movement as opportunity to connect with self, others, nature, and community.
* Helping member develop habits that improve overall relationship of body-mind.

**Limitations to our physical health monitoring (coaching) services:**

* Placing a referral with Golden Mend does **NOT** guarantee services with Golden Mend.
* We are **NOT** a medical transportation service.
* We are **NOT** medical case managers.
* We are **NOT** medical care coordinators.
* **We do not replace medical team and do not give specific medical advice**. We work in collaboration with member and team to implement behavior change for improving physical health.
* We do things **with** members and **not for** members. Therefore, we cannot provide services without member’s active participation.
* Physical health monitoring domain is a distinct and separate service category from that of service facilitation. Therefore, the role of a physical health monitor is not for the purpose of taking over service facilitation role and responsibilities.
* Golden Mend finds that members are most successful with our services when they have entered preparation stage. Please see <https://www.masspartnership.com/pdf/MotivationalInterviewingStagesofChange.pdf>