

**BULLETIN BOARD**

**Freeman Health**

**Account Manager:** Sabryna Liddle

**Company Program Details**

* **Pilot Program Start Date:**  July 5, 2023
* **Pilot Program End Date:** February 28, 2023
* **Company Name (as it shows on CC360 site):**  Freeman
* **# sessions**:    4
* **Incentive**: N/A
* **Deadline for Calls**: February 28, 2023
* **Call cadence**:  At least 1 week apart
* **Scheduling calls**: Clients create a CC360 registration via [www.CatalystCoaching360.com](http://www.CatalystCoaching360.com) and will connect to the calendar.
* **Branding:**   We are nationally board certified coaches from Catalyst Coaching 360.
* **Special Notes:**
	+ Because this is a pilot program, there will be 2 surveys available to participants: One should be completed before the 1st coaching session, and one will be sent to participants mid-September or after their 4th session (whichever happens first).
	+ Clients were notified of the need to fill out the survey in their Invitation to Coaching Email.
		- **Please ask them in the first session if they filled it out**.
			* If they did not, have them fill it out directly after the first session, and ask them to fill it out as if it were BEFORE the first session.
		- **You may also email the client before the first session to remind them to fill out the survey (provide the link).**
	+ Sabryna will send more information in September regarding the date when we would like clients to fill out Survey 2 by (again if the client has not done 4 sessions by then).
	+ Both survey links are in the Contract Info button.
		- **Baseline Survey BEFORE Coaching** [**https://lp.constantcontactpages.com/sv/f6h2VQ5/Freeman1**](https://lp.constantcontactpages.com/sv/f6h2VQ5/Freeman1)
		- **Post-Coaching Survey** [**https://lp.constantcontactpages.com/sv/6rEbGVd/postcoach**](https://lp.constantcontactpages.com/sv/6rEbGVd/postcoach)

**Company Information**

* **Locations**: Missouri, Kansas, Oklahoma
* **Time Zone**: Central
* **Business:** <https://www.freemanhealth.com/>
* **Information:**
	+ Headquartered in Joplin, Missouri
	+ Medical system comprised of approximately 5000 associates
* **Coaches**:   Brian Allen, Cindy Dagg, Sabryna Liddle, Kaitlyn Lytle, Deb Wilmot, Mary Walinchus

**Updated August 1, 2023**

**Freeman Registration Instructions**

 Go to [www.CatalystCoaching360.com](http://www.catalystcoaching360.com/).

 Select Register in the upper right corner and use the following to complete your brief registration and select your initial coaching session:

1. Company ID: Freeman
2. Registration Code: today

 At your convenience, choose the date/time on the calendar that works best for you for your first coaching session.

 Your coach will reach out to you at your requested date/time using the phone number you prefer.

**Freeman Baseline Survey Link**

[**https://lp.constantcontactpages.com/sv/f6h2VQ5/Freeman1**](https://lp.constantcontactpages.com/sv/f6h2VQ5/Freeman1)

**Freeman Post Coach Survey Link**

[**https://lp.constantcontactpages.com/sv/6rEbGVd/postcoach**](https://lp.constantcontactpages.com/sv/6rEbGVd/postcoach)

**Freeman Welcome Letter to Pilot Program Participants**

Freeman Health All-Stars,

**Thank you** for stepping up to be one of the select group to connect with your own personal, board-certified health & wellness coach through our partner Catalyst Coaching 360. We’ve been discussing the integration of meaningful coaching for our team with them for a dozen years. **Your engagement is the first step** toward making that happen organization wide.

**Getting started is simple**:

1. **Start by completing this 2-minute baseline survey**. <https://lp.constantcontactpages.com/sv/f6h2VQ5/Freeman1>

It’s completely confidential. All responses will be anonymized and simply provide us with some real data on how much you value this service as you get to know your coach in the coming months.

1. After the quick survey is completed, you’re ready to set up your first coaching session!
	1. Coaching sessions are confidential, and topics can range from improving sleep, activity levels and performance in a specific area to life changes, healthy eating, financial stress and time constraints. It’s your life – coaching focuses on **what matters most to you**.
	2. You’ll have access to 4 telephonic sessions with your own personal coach during this initial pilot period. Sessions run 20-25 minutes in length, and you will pick the **dates/times that** **work best with your schedule and life**. You and your coach will decide how best to spread out the 4 sessions based on your unique circumstances and goals.

**Registration Instructions following survey completion**:

1. Go to [www.CatalystCoaching360.com](http://www.CatalystCoaching360.com).
2. Select Register and use the following to complete your brief registration and select your initial coaching session:
	1. Company ID: Freeman
	2. Registration Code: today
3. At your convenience, choose the date/time on the calendar that works best for you for your first coaching session.
4. Your coach will reach out to you at your requested date/time using the phone number you prefer.

Thanks for joining us!

**Freeman Landing Page**

**Before a client schedules a call:**

Welcome to your on-line scheduling tool!

Select an open appointment time (in blue) to schedule an appointment with your Health & Wellness Coach. You will need to choose an option at least 48 hours from today.

Only 1 appointment may be set at any given time. After your coaching session, you may return to the calendar and set your next appointment.

If you have any questions about the wellness coaching program or difficulty scheduling an appointment, please contact us at Help@CatalystCoaching360. Thanks!

**After schedule a call with a coach:**

Welcome to your on-line scheduling tool!

You currently have an appointment set for <date, time, time zone>.

Please enter your preferred contact telephone number:

Top of Form

   

Bottom of Form

In order to set or change an appointment within 48 hours of today, you will need to e-mail your coach at the following email address to check availability or scroll to a future date on the calendar to directly schedule an appointment. Thank you!

Contact me at <coach email address>   if you need to reschedule your appointment or if you have any questions.

<coach name>
Your personal wellness coach

**Freeman Autogenerated Emails**

**Appt Confirmation Email**

Hello,

Thank you for scheduling a wellness coaching call for [APPOINTMENTTIME].

If this is your first coaching call, please read below for a brief description of what to expect, along with tips on how to maximize the experience.

Your own personal wellness coach

·        My name is [COACHNAME], and we get to connect four times before February 28, 2024.

·        Our calls will take about 20-30 minutes - and during our call I will help you focus in on the things you see as important and help you design strategies to achieve your personal health and wellness goals.

·        I will call you at the time you scheduled. Please note that I have set this time aside just for our coaching session; if you are no longer able to keep this appointment, please send me an email at [COACHEMAIL] to reschedule. You may also log back into <https://www.catalystcoaching360.com>, and reschedule at your convenience.

Make your coaching call the best experience possible

I know your time is valuable, so in order to maximize our time together and obtain the best coaching experience possible, please take a minute to consider the following:

·        What would you like to stop, start, or improve about your current health and wellness?

·        Wellness includes a variety of areas such as the following: healthy eating, exercise, weight management, tobacco cessation, stress management, sleep, life balance, personal growth, and professional development. **What are one or two areas from this list that you would like to focus on during our first session**?

·        If you have the results of a health assessment or any recent bloodwork, it may be helpful to review it for possible items to discuss during our call. Coaches are not here to take the place of your doctor, but we are available to help you determine any goals in areas of health you may deem a priority.

Let me know if you have any questions. I look forward to talking with you soon!

Respectfully,

[COACHNAME]

**Missed Appointment Email**

Hello,

We were scheduled to connect for your Wellness Coaching appointment today [APPOINTMENTTIME], and we were unable to complete the call at that time. Please remember that I have set this time for you, and if you cannot make the appointment, please alert me before the scheduled time.

To reschedule, click this link to connect to my calendar and reschedule your coaching call there: <https://www.catalystcoaching360.com>. You may also reschedule by responding to this email and letting me know days/times that are best for an appointment, and I will try to find a time that matches with your schedule.

I look forward to meeting with you!

Respectfully,

[COACHNAME]