

Scripts to Encourage TLC Enrollment

1. Invite Veteran to Consider Addressing a TLC Healthy Living Goal

- ♦ “Many Veterans have expressed interest in working on one of the Healthy Living Goals. Which might you be interested in addressing?”
- ♦ (Show Veteran one of the following tools with icons of HLMs: My Health Choices Tool; HLM brochure; TLC brochure)

2. Explore Motivation/Readiness to participate in TLC (Ask any 1 of the following Qs)

- ♦ *What reasons do you have for addressing _____(TLC behavior)?*
- ♦ *How important is it for you to work on _____(TLC behavior)?*
- ♦ *What do you know about the benefits of working on _____(TLC behavior)?*

3. Support and Affirm ANY interest, benefits, past success

(e.g., It’s great that you have some (interest, knowledge) in addressing _____(TLC behavior))

4. Share Information (with permission)

- ♦ Ask permission to share info about TLC and/or the value of participation –
Would it be ok if I shared some information about how you can get some support and help for addressing _____(TLC behavior)?
- ♦ Share info about TLC *(supplement with handout, if available)*:
 - *TLC is a Telephone Lifestyle Coaching program that is helping Veterans to address health behaviors to improve their health and wellbeing.*
 - *TLC offers up to 9 phone call coaching sessions over several months, at times which are convenient for you.*

5. Confirm Next Steps

- ♦ *Would you like a referral to our TLC program?*
 - *If yes, complete consult or provide link to TLC*
 - *If no: ask about willingness to learn more about alternative ways to work on a TLC behavior (e.g., MOVE!, smoking cessation classes, etc.)*
- ♦ *Let the Veteran know you will ask about their experience at the next visit*

