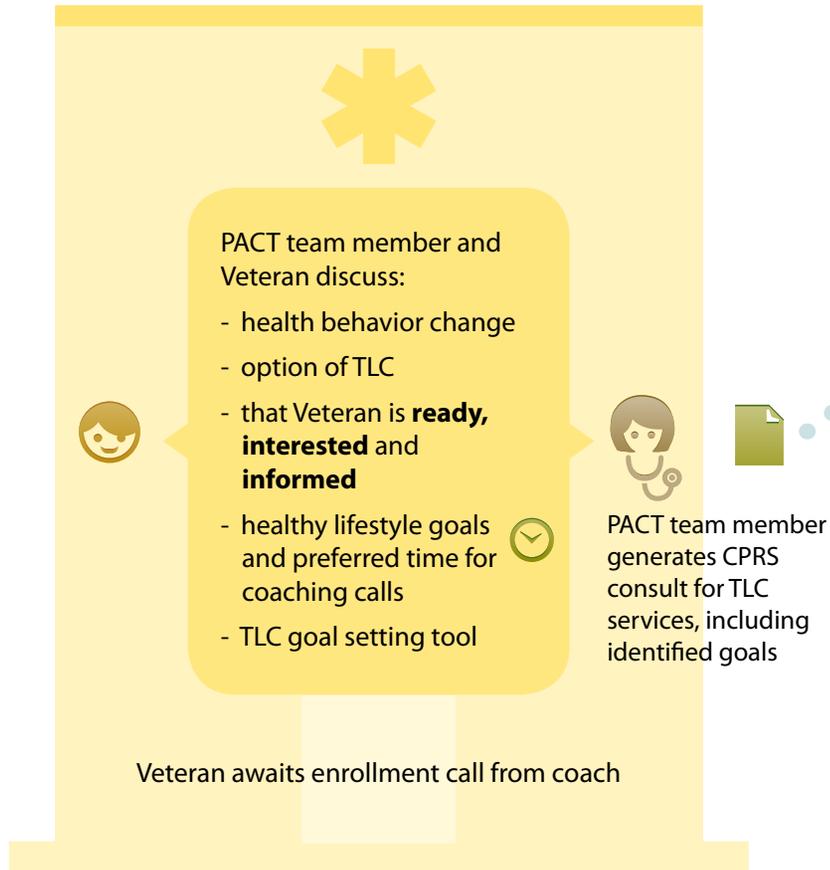


How Telephone Lifestyle Coaching Works

1 Primary Care/PACT Visit: Health Behavior Change/TLC Discussion



2 TLC Consult and Enrollment Process

- TLC coach receives CPRS consult
- Coach calls Veteran at preferred day/time/phone number
- Coach and Veteran complete the enrollment call and schedule the first coaching call
- Coach completes the consult and documents in CPRS

3 Active Participation **TLC**

- Veteran completes a total of 10 scheduled coaching calls over several months
 - Weekly for first 3 calls
 - Bi-weekly to monthly for remaining 7 calls
- Veteran may call coach as needed
- Coach and Veteran discuss options and make arrangements for follow-up and ongoing support after participation has ended.
- Veteran completes a final evaluation call

4 Active Participation Completed

- Veteran may choose to continue working toward goals or a maintenance program.
- Veteran may choose to have support from the health care team, the community, family or others.

