Help Veterans live healthier with Telephone Lifestyle Coaching (TLC)

When you refer a Veteran to the TLC program, a health and wellness coach will connect with them over the phone to help them achieve important health goals. Veterans choose the goals they’d like to work on—including striving for a healthy weight, eating wisely, being physically active, limiting alcohol and managing stress. With ongoing support for successful self-management and staying on track, it’s a great way to ensure Veterans achieve their goals.

Veterans interested in tobacco cessation will be referred to the Quitline at 1-855-QUIT-VET (1-855-784-8838).

1. Discuss Health Behavior Change and TLC
   Health care team member and Veteran discuss:
   - health behavior change
   - option of TLC
   - whether Veteran is interested, informed and ready to enroll
   - healthy lifestyle goals and preferred phone number and time window for coaching calls

   Health care team member generates consult for TLC services

2. Veteran is enrolled in TLC
   - TLC coach receives CPRS consult
   - Coach calls Veteran at preferred time and phone number
   - Coach and Veteran complete the enrollment call and schedule next call
   - Coach documents enrollment call in CPRS to complete the consult

3. Veteran participates in TLC
   - Veteran completes 10 coaching calls over several months, scheduled at their convenience
   - Coach completes CPRS note for each coaching call
   - Veteran may call coach as needed at 1-833-MYVATLC (1-833-698-2852)
   - Coach and Veteran make arrangements for follow-up after participation has ended

4. Veteran completes participation
   - Coach documents final coaching call in CPRS
   - Veteran completes a 6-month assessment
   - Veteran may choose to re-enroll and work on a plan to achieve other goals
   - Veteran will continue to have support from the health care team

Let TLC enhance the care you give. Make a referral today!

For additional details about TLC at your facility, contact your Healthy Living Team