



## 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!

