

"There were so many decisions to make while my husband was in the Polytrauma unit. I asked the health care team lots of questions along the way."



– Nicola L., Wife of US Marine

When facing complex medical issues:

Clarify the decision you are facing

- What are your choices?
- When do you need to make a choice?
- Are you leaning toward one option or another?

Identify your decision making needs

- Are you clear about risks and benefits?
- What support do you have?
- Do you have information on the various options?

Explore your needs

- Who is involved in your care & what are their perspectives?
- What matters most to you?

Plan the next steps based on information and your needs

- Identify what may make the decision difficult and what you might need to do to help choose a course of action.

How to stay connected with your health care team between appointments:

My HealthVet:

www.myhealth.va.gov

You can ask your health care team questions, as well as refill prescriptions, review lab results and access on-line medical information.

Telephone Care Program

1-800-455-0057 (Press 5)

You can call in with health questions for your provider, speak to an advice nurse, or schedule/cancel appointments.

For Resources in the VA Palo Alto Health Care System

Call 1-800-455-0057 (Press 1 and 1 again):

- **MOVE!** for weight management (ext. 66777) or go to www.move.va.gov
- **Telequit** for help with stopping smoking (ext. 60557)
- **Vet Centers** for help adjusting to civilian life after combat 1-877-WAR-VETS (www.vetcenter.va.gov)
- **Medical Library** to learn more about health issues (ext. 65703)

Ask your team about Peer Support Programs and other resources.



Be Involved in Your Health Care



Veteran and Family Centered Care

www.paloalto.va.gov/path2excellence/vfcc.asp

Dear Veteran,

As Veterans, and family members of Veterans who have received care at the VA Palo Alto Health Care System, we hope you find this brochure helpful. We have been working with staff to identify ways you can be actively involved in your health care. We encourage you to use this brochure to note your questions and important information from your visit.

To Your Health,

The Veteran and Family Advisory Council Members



Take Ownership of Your Health

Health care works best when you are an active partner with your health care team.

You are the most important member of the health care team!



Partner with Your Health Care Team

- Make the most of your time together.
- It is OK to ask questions and speak up if you don't understand something or want more information.
- Be actively involved by letting your health care team know your health goals.
- Open communication is key.



"You can get better care from the VA if you share your goals and ask for help."

– Peter L., US Navy



"I wasn't ready to get help until I asked for help. The MOVE program really made a difference for me."

– Bill H., US Army

Communicate your major health concerns, learn about medical treatment options, and take steps for your well-being.

Questions for My Health Care Provider

1. _____
2. _____
3. _____

My Notes from Today's Visit

Changes I can make:

Medication information:

Lab information:

Other:

Information I need:

Make notes here about information you'd like based on what you discussed today with your provider. Check out the back of the brochure for VA resources.

1. _____
2. _____
3. _____