

Connected Health *after* **Home Telehealth:**



An Information Booklet for Veterans and Their Caregivers

Salisbury VA Health Care System

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Introduction

Stay Connected to Your Health Care:

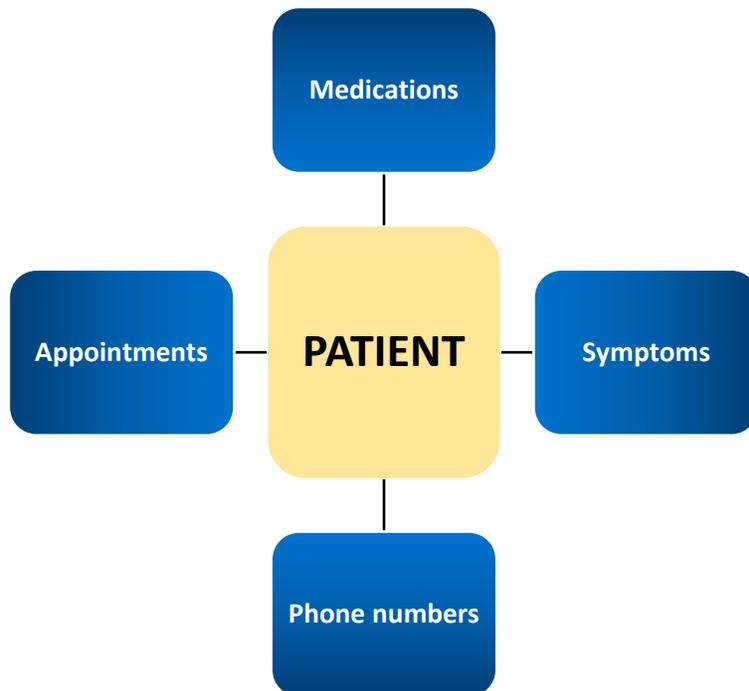
This booklet is designed to help you stay connected and engaged in your health and wellness after completing the Home Telehealth Program. The information is general and may contain sections that do not apply to you.

We hope the Home Telehealth Program has helped you begin healthy habits. Our goal is to give you the tools that will empower you to manage your health care and maintain future success.

Keep this booklet handy. We know that you will put it to good use!

Sincerely,

Your Home Telehealth Care Team



Medicines



Phone Numbers

- Do you have questions about your medicines? Do you want to speak to a live person?
Pharmacy Representative: 1-877-354-5196 - Mon.-Fri., 7:00am - 4:30pm
Medical Advice Line: 1-877-902-5142 - After hours
- Standard medicine refill process:
Medication Refill Line: 1-877-354-5196
- Refills can also be processed through the My HealthVet portal at <https://www.myhealth.va.gov/>

Tips:

- It can take 7-10 days to receive medicines that are mailed. Medicines can also be picked up from the Pharmacy window at the VA Medical Center.
- Keep track of your refill numbers. Once you have zero refills, contact your doctor right away to be sure your medicine is renewed in a timely manner.

Appointments

Staying connected to your health care means staying connected to your entire medical care team. Whether you have only one doctor or are followed by many specialty doctors, it is important that you make regular follow-up appointments with your doctors. Notify the VA before your scheduled appointment time if you are unable to keep the appointment.



PHONE NUMBERS:

- Appointment line: 704-638-9000, press 2 for Appointments: Follow the prompts.
- Scheduling can also be completed through the MyHealthVet portal at <https://www.myhealth.va.gov/>.
- Specialty Clinics: See page 6 of this booklet for the phone numbers.

TIPS:

- Write down your health-related questions or concerns and bring them to your appointment.
- After your appointment, schedule your next appointment with the clinic clerk.

Salisbury VA Useful Contact Numbers

Appointment Line	704-638-9000, follow the prompts
Audiology (Hearing) Clinic	704-638-9000, extension 13325
Cardiology (Heart) Clinic	704-638-9000, extension 12644/12646
Dental Clinic	704-638-9000, extension 13373
Diabetes Education/Questions	704-638-9000, extension 13645
Eligibility Office (notify this office of your address, phone numbers, and emergency contact)	704-638-9000, extension 13470
Endocrine Clinic (Diabetes Specialist)	704-638-9000, extension 14032/14049
Eye Clinic	704-638-9000, extension 12076
Lab/Blood Work (Note: lab orders expire after 30 days)	704-638-9000, extension 13410
Medical Advice Line (24/7)	1-877-902-5142 after clinic hours
Medication Refill Line or Pharmacy questions	1-877-354-5196
Nutrition Department	704-638-9000, extension 13308
Patient Advocate	704-638-9000, extension 13747
Renal (Kidney) Clinic	704-638-9000, extension 14032/14034
Release of Information (if you need a copy of your medical records)	704-638-9000, extension 12610
Sleep Clinic	704-638-9000, extension 14513/14593
Social Work	704-638-9000, extension 13699/13466
Veterans Crisis Line	1-800-273-8255, press 1
Charlotte location W Tyvola Road	704-329-1300
Charlotte location University East	704-597-3500
Kernersville location	336-515-5000

After A Hospital Stay

It is very important to read your discharge instructions. Focus on the following topics in the discharge instructions:

- Why you were in the hospital
- Symptoms to watch
- Medicines

Do not leave the hospital without a copy of your discharge instructions.

Make a follow-up appointment with your Primary Care doctor to let them know about your recent hospital stay. Please give a copy of the discharge paperwork/instructions to your doctor.



Blood Pressure (BP) Healthy Reminders

- Ask your doctor when to check your blood pressure.
 - Do you check it before your blood pressure medicine or 1-2 hours after your blood pressure medicine?
- Make sure blood pressure cuff fits correctly.
 - If not, tell your clinic. Taking your blood pressure with a cuff that is either too large or too small can give you the wrong blood pressure readings.
- Check your blood pressure in the same manner each time.
 - Be aware of what will raise your blood pressure, such as caffeine, nicotine, stress, pain, activity, and certain foods.
 - Eat healthy foods such as whole grains, lean meats, a variety of fruits and vegetables, and low-fat dairy products.
 - Limit salt in food choices. Aim for less than 2000 mg of salt/sodium per day. You can do this by reading food labels to help keep track of how much salt you are eating.



Congestive Heart Failure (CHF)

Healthy Reminders

- Weigh yourself daily when you first wake up - wearing as little clothing as possible. It should be after going to the bathroom and before you eat or drink.
- Contact your doctor if you gain 3 pounds overnight or 5 pounds in one week.
- Check daily for swelling in your feet, ankles, hands, and stomach.
- Make healthy food choices. Choose foods that are low in salt. Aim for less than 2,000 mg of salt/sodium daily.
- Balance your activity and rest periods.
- Know your baseline health symptoms. Contact your doctor if your symptoms change.



Diabetes Healthy Reminders



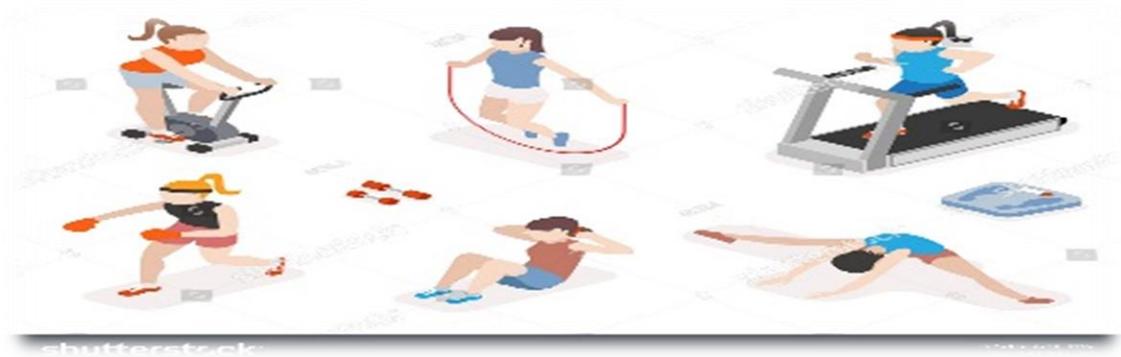
- Ask your doctor at what times during the day you should check your blood sugar. You need to work together to determine your blood sugar goals.
- Know the symptoms of low or high blood sugar and how to correct them.
- The A1C blood test provides information about your average blood sugar over the past three months. Ask your doctor how often you need to have your A1C blood test checked.
- Keep your blood sugar meter in good condition. If broken, speak with your doctor or nurse about getting a new machine.
- Check your feet daily. Keep your toe nails safely trimmed and your feet clean and dry. Avoid tight shoes.
- Schedule an eye exam every year.

Blood Sugar Chart

		Breakfast	Lunch	Dinner	Bedtime
<i>Sun</i>	Before				
	After				
<i>Mon</i>	Before				
	After				
<i>Tue</i>	Before				
	After				
<i>Wed</i>	Before				
	After				
<i>Thu</i>	Before				
	After				
<i>Fri</i>	Before				
	After				
<i>Sat</i>	Before				
	After				

		Breakfast	Lunch	Dinner	Bedtime
<i>Sun</i>	Before				
	After				
<i>Mon</i>	Before				
	After				
<i>Tue</i>	Before				
	After				
<i>Wed</i>	Before				
	After				
<i>Thu</i>	Before				
	After				
<i>Fri</i>	Before				
	After				
<i>Sat</i>	Before				
	After				

TeleMOVE!



Congratulations! You have completed the 90-day cycle of your weight management program. Work to continue your healthy eating habits while maintaining your weight loss goal.

Keys to Success:

- Weigh yourself daily
- Read labels
- Be aware of your calorie intake
- Set smart goals for yourself
- Exercise daily

If you need additional help, please call Home Telehealth/TeleMOVE!:

704-638-9000, extension 16644/16697