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## **DoD Deployment Health Clinical Center CONSULT INFORMATION**

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### **ENVITE**

#### ***Caring for Patients with Post-Deployment Health Concerns***

**Empathy:** Listen actively. Confirm what you hear. Express concern. Convey genuine desire to assist.

**Non-confrontational:** Subordinate the need to be “right” to the obligation to relieve suffering. Never argue.

**Validate:** Validate the patient’s decision to seek care.

**Inform:** Offer data followed by a short “sound bite” that addresses patient specific concerns.

**Take Action:** Describe options. Schedule a follow-up. Refer to [www.PDHealth.mil](http://www.PDHealth.mil). Consider consultation or second opinion.

**Enlist Cooperation:** Negotiate an action plan with the patient rather than imposing one on him or her.

