

Frequently Asked Questions

Vanderbilt Total Health (VTH) makes it easier to get the care you need—when and where you need it. It's a new program available exclusively to MNPS employees that connects you to the physical, mental, and spiritual and emotional care that's best for you. Here are some answers to commonly asked questions.

1. How can I use Vanderbilt Total Health for my health care needs?

Your VTH nurse navigator will guide you to the right level of care for your physical, mental, emotional and spiritual health needs. The nurse navigator serves as the point person for the VTH team. She can schedule an appointment for you to meet with a social worker or a spiritual health professional.

She can also help you make an appointment with the MNPS clinics, a provider via telehealth, home care services, Vanderbilt Health specialists and more.

2. How can a VTH social worker help me?

The VTH social worker can help you strengthen coping skills and find effective solutions to life's challenges. They can also help you find the source of stress or problems in your relationships, work or community life.

The VTH social worker can provide short-term counseling or connect you to longer-term behavioral health care, connect to community resources to help you and your family meet your basic needs, and provide education on topics such as work/life balance, parenting, anxiety and depression, and substance use disorder.

3. How can a VTH spiritual health professional help me?

The VTH spiritual health professional provides spiritual and emotional care to help individuals cope with a variety of issues, including but not limited to trauma, suffering, grief/loss and gender and identity, regardless of spiritual or religious beliefs and practices. The spiritual health professional has extensive training, including a Master of

Divinity and board certification, and collaborates with our social workers and other mental health experts to empower individuals to regain their sense of meaning and purpose.

4. Who can use Vanderbilt Total Health?

You may take advantage of Vanderbilt Total Health if you're an MNPS employee, retiree or adult dependent. Spouses and dependents 18 years of age and up are eligible for the VTH program and may contact the nurse navigator directly to make appointments. Pediatric patients are currently not covered but plans to include them are being explored.

5. How much does Vanderbilt Total Health cost?

There are no out-of-pocket costs to connect with the VTH nurse, social worker or spiritual health professional. If there is a cost for any service under your health plan, the navigator will review this with you in advance to ensure there are no surprises.

6. How do I contact the VTH nurse navigator?

For urgent needs: Call (615) 421-1711

For non-urgent needs: [Book an appointment](#)

Urgent needs are those that need to be treated soon to manage potential infection, pain and allergies, but are not life-threatening. Examples include bladder infections, cuts requiring stitches, dehydration, earaches, a rash, sore throat or congestion, or sports injuries.

Non-urgent needs are less-immediate needs such as check-ups or physicals, vaccinations, health advice, medication refills or changes, referral to a specialist and routine tests. These appointments can be scheduled.

Emergency care is for life-threatening issues such as chest pain, difficulty breathing or severe injury. For broken bones, head or eye injury, loss of consciousness, poisoning or overdose, severe abdominal pain, severe asthma or allergic reaction, severe burns or laceration, traumatic injury or other similar issues, call 911 or go to your nearest emergency room.

7. When can I reach the VTH nurse navigator for care?

The nurse navigator can be reached between the hours of: 8:30 a.m.-4:30 p.m., Monday-Friday.

For urgent needs or needs outside business hours, call (615) 421-1711. (Telehealth appointments may be offered 6-8:30 a.m. and 4:30-9 p.m., M-F.)

8. I'm stressed and having trouble sleeping. Can Vanderbilt Total Health help?

Yes. The VTH team offers many resources to help lower your stress, reach weight loss goals, manage ongoing chronic conditions and other physical, mental, spiritual and emotional concerns.

9. I'm dealing with a traumatic life event. How can Vanderbilt Total Health help me?

The VTH team is here for you. We can connect you with behavioral health resources such as grief counseling as well as a social worker or spiritual health professional who can help you navigate difficult life circumstances and find available community benefits.

For patients with serious illnesses, we offer palliative care via inpatient and outpatient settings and even telehealth. (See next question.)

10. I see that VTH includes palliative care—what does that mean?

Palliative care eases suffering and enhances quality of life for both patients and families facing serious illness such as cancer, congestive heart failure, chronic obstructive pulmonary disease (COPD), kidney disease, Alzheimer's, Parkinson's, Amyotrophic Lateral Sclerosis (ALS) and more. Anyone can receive palliative care, which treats pain in addition to other symptoms and side effects.

Palliative care also helps reduce the discomfort of other symptoms and side effects such as depression, shortness of breath, fatigue, constipation, nausea, loss of appetite, difficulty sleeping and anxiety. It can give patients greater strength to carry on with their daily activities.

Palliative care is often confused with hospice care, but they are not the same, though both palliative and hospice often work together on behalf of patients.

11. Can I use the VTH nurse navigator to schedule appointments outside of Vanderbilt Health?

Yes, your nurse navigator can schedule appointments or refer you to services outside Vanderbilt Health.

12. Is Vanderbilt Total Health a MyHealth Bundle?

VTH is not a MyHealth Bundle, but these Vanderbilt Health teams work closely together. The VTH nurse navigator can refer you to a MyHealth Bundles navigator, if appropriate.

With VTH, you have access to a team of health care professionals dedicated to the MNPS population, including a nurse navigator who will assess your needs and personally guide you to the physical, mental, spiritual and emotional care that is best for you. MyHealth Bundles are used for a specific episode of care, such as maternity care, musculoskeletal pain solutions and weight loss.