



## Statement of Understanding

### What does the Employee Assistance Program (EAP) Provide?

The EAP provides limited counseling services at no cost to you. Specifically, the EAP provides assessment, short-term counseling when appropriate, referral when needed, and some limited follow-up. When a problem requires specialized or longer-term services, a referral will be made following the assessment of your situation. If you are referred for other services, there may be fees involved for the specialized or longer-term services. Those services may be covered under the medical benefits plan provided by your employer; however, it is your responsibility to determine whether the services are covered by the plan.

### What does a referral involve?

When a referral is indicated, your counselor will work with you to find an appropriate resource. We find that it is often in your best interest to make the referral at the earliest possible point so that you can start working immediately with the appropriate treatment provider. The referral may take place after the first or second session with the EAP counselor.

### Is the EAP counseling confidential?

Yes! No information regarding you or your problem can be released to anyone without your express written consent. **Information regarding your use of the EAP will not be given to your employer unless you desire this and give your written permission.** If you request we contact someone on your behalf, you must complete an informed release of information. State and federal laws, however, mandate that in cases of child abuse, elderly abuse, or where a person may be a threat to his or someone else's safety, the counselor must notify the proper authorities. The EAP must also release records if ordered to do so by a court of law.

**Under the Health Insurance Portability and Accountability Act (HIPAA) of 1996 the privacy of your health information is protected by law. Solutions maintains a "Notice of Privacy Practices" which describes in detail how your protected health information may be used and disclosed and how you can obtain this information. Ask your counselor or call Solutions at 1-800-526-3485 to receive this document, or you may print it from our web site: [www.solutions-eap.com](http://www.solutions-eap.com).**

### What is the counselor's responsibility?

Your counselor is responsible for defining the problems that will be a focus of the EAP work. Through this assessment, the counselor will determine an approach to the problem, be it short-term counseling or a referral. Your counselor will provide you with information about the nature of your particular problems and recommend treatment alternatives based on what is most likely to provide the best outcome. The final decision on what to do is up to you.

### What are your responsibilities?

The counseling process is more likely to produce desired results if you are willing to look at your own behavior, are honest, and are willing to act on what is learned in counseling. You are responsible for setting and keeping appointments. **Please provide at least 24 hours notice if an appointment is going to be missed.** By doing so, the EAP Counselor won't "lose" the session and another client can be scheduled. Generally, failure to notify is considered lack of involvement in the counseling process.

Our goal is a positive, helpful experience for you at the EAP. Feel free to discuss any problems or concerns you have with the counselor. We value your confidence in us and your suggestions to improve our services. As such, we will be asking for your feedback on Client Satisfaction Surveys. We appreciate your time in completing these surveys.

Clearly print name of client \_\_\_\_\_

I have read and accept the statement of understanding.

\_\_\_\_\_  
Signature of Client

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Date