	POLICY # 24815
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NCH Healthcare System	OF: 2
TITLE: Counseling and Support Services	EFFECTIVE: October 27, 2022
DEPARTMENT: Graduate Medical Education (GME)	OWNER: Admin Director Medical Education

Intent

The sponsoring institution will make available appropriate confidential referrals for counseling and support services.

Policy Statement

Residents and fellows should have available to them a variety of sources to assist them through the stressful period of house staff training. The Human Resources Office will assist the program directors and the residents in locating these services.

Description

Residents who feel the need for counseling should discuss this with the appropriate faculty members, the program director or, if they wish to remain anonymous to the program, the Human Resources Office. Confidentiality will be preserved and is of the highest priority. Referrals through the Human Resources Office can be made to individuals within Naples Community Hospital, Inc., (NCH) and outside the institution.

Resident Assistance Program


The NCH Employee Assistance Program ("EAP") is designed to help staff/residents and their families with concerns or problems that may be troubling them. The mission of the program is to develop and maintain a positive and productive work environment for employees, residents, interns, and fellows.

How the program helps: By providing a system of short-term, confidential, professional counseling and referral services to residents and their families, counselors from the program teach residents how to manage their problems when their job is affected.

Concerns the EAP can address stress, adjustment to life changes, marital or relationship difficulties, parenting issues, family illness, job burnout, anger, depression, anxiety, gambling, alcohol or chemical dependency.

How to know if EAP is needed: If any of the above or other concerns have adversely affected your job performance or personal life, you may consider assistance from the EAP to help you identify and resolve the problem.

Eligibility for EAP benefits: Benefits-eligible residents, interns, and fellows and their legal spouses, and other eligible dependents all qualify for EAP benefits

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How to Access EAP

There are two different ways to obtain help

1. Self-Referral - This is a completely confidential method of getting help for yourself by simply calling the EAP 24-hour toll free phone number (800-624- 5544).
2. Employer Referral - If your problems visibly affect your job performance, your Program Director may recommend that you access the EAP for an evaluation. Your supervisor will not have access to your records. Participation in the EAP is not included in your personnel files.

Payment for EAP

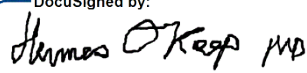
NCH pays for the basic services of the EAP and regards the program as a fringe benefit. Up to the first three visits to a provider are free. If more services are needed, the counselor will coordinate continued care with your health benefits plan.

Confidentiality

All discussions with EAP counselors, records of treatment or assistance, and all follow-up care are strictly confidential. Counselors follow professional standards and a strict code of ethics, which includes a firm commitment to protect and uphold privacy and confidentiality.

Appointments

To arrange an appointment, please call, above number toll free 24 hours a day, seven days a week; simply state that you need an EAP appointment.

DocuSigned by:

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Hermes Koop, MD
Chairman, GMEC
Designated Institutional Officer

10/27/2022

Date

DocuSigned by:

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Suann Middleton, MHA
Admin. Director of Medical Education

10/27/2022

Date