TriHealth

TriHealth Employee Assistance Program
STATEMENT OF UNDERSTANDING
CLIENT'S RIGHTS AND RESPONSIBILITIES

What does TriHealth EAP provide?
TriHealth EAP provides counseling services at no cost to you. Specifically, TriHealth EAP provides assessment, short-term counseling when appropriate, referral when needed, and 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, there may be fees involved for the specialized or long-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 advised, your counselor will work with you to find an appropriate resource. We find that it is 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 usually takes place after the first or second session with the TriHealth EAP counselor.

Is TriHealth EAP counseling confidential?
No information regarding you or your problem can be released to anyone without your express written consent. If you request we contact someone on your behalf, you must complete an informed consent release. State and federal laws, however, mandate that in cases of child abuse, elderly abuse, or when a person may be a threat to their own or someone else's safety, the counselor must notify the proper authorities. TriHealth EAP must also release records if ordered to do so by a court of law. TriHealth EAP complies with State and Federal Law including CFR42 and the Health Information Portability and Accountability Act (HIPAA).

What are the counselor's responsibilities?
Your counselor is responsible for defining the problems as fully as possible. This process is started by completing a general history. 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 honest information about the nature of your particular problems and recommend treatment alternatives based on what is most likely the best outcome. The final decision on what to do is up to you.

What are your responsibilities?
The counseling process is most likely to produce 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 as much notice as possible if an appointment is going to be missed.** Any appointment not properly cancelled will be considered a "no show" and will be counted towards your EAP benefit. Generally, failure to notify is considered lack of involvement in the counseling process.

Our goal is a positive, helpful experience for you at TriHealth EAP. Feel free to discuss any problems or concerns you have with the counselor or to call 513-891-1627 or 1-800-642-9794. We value your confidence in us and your suggestions to improve our services.

Signature of Client	Date	Witness	Date

Clearly print name of client: _____