



CONNECTIONS EAP & CONFIDENTIALITY

I've referred 3 or 4 employees to the EAP in the past, but to the best of my knowledge, only one has ever followed through and used the EAP. Why don't I ever hear back from the EAP if an employee is using the services?

Confidentiality is the essence of being trusted.

- Billy Graham

Employees who contact the EAP on their own following a supervisors recommendation of services available (called an informal or self-referral) are protected under HIPAA and their contact with the EAP is confidential. Keep in mind that you may not always know when an employee follows through. Some folks are quite private and do not easily tell you about their EAP experiences. When wishing to make an EAP referral, choosing words such as getting some 'coaching' or 'ideas' may be less threatening than the words 'getting help' for example. Although there are many factors which contribute to an employee's willingness to follow up

on the suggestion to use the EAP, there are some general principles which help. It is always advisable to consult with human resource staff or management staff prior to taking any action beyond an informal suggestion to call the EAP. It is not unusual to make an informal referral initially, then if improvement is not seen, more formal action(s) may follow. A call to Connections EAP to discuss types of referrals and wording is a legitimate use of your EAP. In all cases, be prepared to reassure the individual regarding the confidentiality of personal information.

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Leadership Orientation Training - Session B
Watch for Upcoming Classes

CONTACT US TODAY:

Please contact our office by calling 800-779-6125 or e-mailing (info@connectionseap.com) for more information or register online:

www.connectionseap.com

ATTENTION: SUPERVISORS, MANAGERS, ADMINISTRATORS:

Session A: "Leadership Orientation to the EAP", is always available on the website. Please check your wallet cards or contact your HR department for your username and password.

Website Information – Webinars are available in the Work/Life Services site. Log in on Connections website go to Employee or Leadership Resources tab to access webinars, continue to scroll down on the Work/Life Services opening page. (All webinars are archived for later viewing.)

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