
July 2011 *LifeSolutions* Corner

“I’ve been thinking about calling EAP to talk about a stressful situation at work, but I don’t want my manager or my co-workers to know. Is EAP really confidential?”

Yes, coming to *LifeSolutions* (EAP) is confidential. And there are things you can do to protect your privacy and confidentiality in setting up and keeping your appointment.

- ◆ Call from home or a private area where you cannot be overheard to schedule your appointment. When you call, our staff will ask you for basic information (e.g., name, address, telephone number, and the issue you want help with).
- ◆ If possible, schedule your appointment(s) for a time when you are not at work. Come before or after your shift, on your day off, in the evening, if needed, or on your lunch hour if you work close to an EAP office. We offer appointments at various times and locations, generally Monday through Friday from 8 a.m. to 7 p.m., with limited Saturday hours.
- ◆ Think about what you might say regarding going to an EAP if you decide to share information with someone. Also consider the person and the importance of your privacy before you share any information with him or her.

EAP professionals are all ethically and legally bound to protect your confidentiality. We serve people from over a hundred different companies and organizations, and we take our responsibility to protect each person’s privacy very seriously.

There are only 2 times that an exception would be made. One is when safety is the issue. If someone is threatening to harm her/himself or someone else, we involve others to keep everyone safe. The other is when the law says we have to, when there is child abuse or elder abuse, or we have a court order. However, these situations rarely happen.

What routinely happens is the following:

- ◆ We are happy to answer any questions that you have about confidentiality when you call us.
- ◆ The counselor will give you written information and answer any questions or concerns that you have about confidentiality when you arrive.
- ◆ We cannot and do not tell anyone that you have contacted EAP unless you have given us written permission to do so.
- ◆ Your EAP records are private. They are the property of *LifeSolutions*, not the company you work for. They are accessible only to authorized *LifeSolutions* staff members.
- ◆ Your EAP records are not part of your medical or personnel record. **Your records cannot be accessed by your supervisor, co-workers, doctor, or Human Resources personnel.** No one, including your family, has access to any information about your coming to EAP or to our records, unless you yourself have signed a release allowing us to share specific information with a specific person or organization for a specific reason.

We are happy to help you set up an appointment to talk confidentially about that stressful work situation. Call us at 1.800.647.3327. Or visit us online at www.lifesolutionsforyou.com.

Nothing in this information is a substitute for following your company policies related to information covered here.