



### **UCF COM/HCA GME Consortium Policy Regarding Counseling and Behavioral Support Services (IV.H.1)**

Purpose/intent: Sponsoring institutions and program should facilitate residents' access to confidential counseling and behavioral support services.

Policy summary: The UCF/HCA consortium considers the provision of counseling, medical and psychological support services part of the resident medical benefits package. The GME office provides a list of services to assist program directors and residents during training.

Procedures:

1. Residents who desire counseling services may consult with faculty, program directors, the local GME office or the Consortium GME office. Confidentiality will be observed. Referrals can be made either within UCF or outside UCF.
2. Counseling is provided through the UCF Employee Assistance Program, (see below). The purpose of this program is to provide and maintain a positive work environment. This program provides short-term counseling to residents about several concerns that may impact on their training performance: stress, relationship difficulties, parenting issues, family illness, anger, burnout, anxiety, depression, gambling, and substance abuse.
3. Residents may self-refer or be referred by the training program. If performance in residency is affected by any problems, the program director or faculty advisor may recommend referral. Concerns that are not handled by the EAP will receive an appropriate referral.
  - a. Up to three sessions through the UCF employee assistance program are provided as part of the benefits package. Additional needed sessions may be coordinated through health care coverage as applicable.
  - b. Counseling discussions and records are confidential and not included in the residency training files.
4. UCF Employee Assistance Program: Aetna Resources for Living
  - a. Employees can confidentially discuss personal and workplace challenges. Up to 3 counseling services per issue are provided at no charge. Additional services include legal/financial consultations, and ability to search online for child care and elder care, school resources and other. To access services call 800-272-7252 or go to [www.mylifevalues.com](http://www.mylifevalues.com) Login: UCF Password: UCF
5. The GME office and each HCA hospital have lists of appropriate medical and psychological support services for referral.