



## **Policy regarding counseling, medical and psychologic support services (IV.H.1)**

Purpose/intent: Sponsoring institutions and program should facilitate residents' access to confidential counseling, medical and psychologic support services

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

Procedures:

1. Resident who desire counseling services may consult with faculty, program directors, or the GME office. Confidentiality will be observed. Referrals can be made either within the UCF Counseling Center or outside UCF.
2. Counseling is provided through the COM Counseling center, UCF Employee Assistance Program, or through the VA Value Options Employee Assistance Program (see below). The purpose of these programs is to provide and maintain a positive work environment. These programs provide 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, 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 Counseling Center will receive an appropriate referral.
  - a. Up to three sessions through either the UCF employee assistance program or the UCF COM counseling center 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: Horizon Health (Aetna)
  - 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.horizoncarelink.com](http://www.horizoncarelink.com) Login: UCF Password: UCF
5. VA Employee Assistance Program: Value Options
  - a. Value Options is available 24 hours, 7 days: Call 855-833-3472. You'll speak to a counseling professional who will listen to your concerns and can guide you to the appropriate services you require. Go online to Achieve Solutions at <https://www.achievesolutions.net/gsa> .  
Achieve Solutions also has online access to timely, expert information on thousands of topics, including relationships, work, school, children, wellness, legal, financial and free

time. You can search for qualified child and elder care, attorneys and financial planners as well as ask questions.

6. The COM GME office, the UCF Counseling Center, and the Office of Student Affairs have lists of appropriate medical and psychological support services for referral.
7. Primary Care and some specialty medical care services may be scheduled at UCF Pegasus Health, which accepts the Resident insurance plans.