

## UCF/HCA Florida Healthcare GME Best Practices regarding Counseling and Behavioral Support Services (IV.I.1)

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Purpose/intent: Sponsoring institutions and programs should facilitate physician learner's access to confidential counseling and behavioral support services (IV.I.1).

Policy summary: The UCF/HCA consortium considers the provision of counseling, medical and psychologic support services part of the physician learner medical benefits package. The GME offices provide a list of services to assist program directors and physician learners during training.

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### Procedures:

1. Physician learners who desire counseling services may consult with faculty, program directors, the local GME office or the Consortium GME office. Confidentiality will be observed.
  - a. Counseling is provided through the UCF Employee Assistance Program. The purpose of this program is to provide and maintain a positive work environment. This program provides short-term counseling to physician learners about the following concerns that may impact on their training performance: stress, relationship difficulties, parenting issues, family illness, anger, burnout, anxiety, depression, gambling, and substance abuse. Counseling discussions and records are confidential and not included in the physician learners' training files.
  - b. Up to six 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.
2. Physician learners may self-refer or be referred by the GME program. If performance in their training program is affected by any problems, the program director or faculty advisor may recommend referral.
3. UCF Employee Assistance Program: **Health Advocate**  
UCF Employees and their eligible family are eligible for many free services through our assistance program. To access services call 1-877-240-6863 or log onto <https://members.healthadvocate.com/Account/OrganizationSearch>.  
Login: UCF NID ID  
Password: Same as UCF NID login
  - a. Counseling: Up to 6 face-to-face or video conference sessions per issue to cope with personal and workplace challenges.
  - b. Medical Bill Saver: Assistance with reducing medical bills
  - c. Financial Wellness
  - d. Referrals for Child Care and the Elderly
4. If the physician learner wishes to not use the Employee Assistance Program, the CGME

office and each local GME office have lists of appropriate medical and psychological support services for referral.

5. If the physician learner does not seek help and appears to be impaired, the program may require that the physician learner to be evaluated for impairment by PRN (see separate policy).