

# What to Expect When You Request EAP Counseling

## Requesting Counseling by Phone

- Calling the EAP usually **takes less than five minutes**.
- A real person answers – **you will not be put on hold**.
- You provide your **employer or health plan** for access.
- You provide your name and basic **contact information** in case a call back is needed.
- You will be asked about your **needs and preferences**.
- If you are in **crisis**, you will be connected with a counselor during the call for immediate help.
- You will be **matched** with a short list of nearby, appropriate counselors.
- You can either call to **make your own appointment**, or you can ask for help during the call.

## Requesting Counseling Online

- You can request counseling online, at **MyRBH.com**.
- If you are in **crisis**, you should call the EAP.
- If you request counseling online, an RBH clinician will contact you **via email**.
- The EAP **may require a phone call** to assist you.
- You will be **matched** with a short list of nearby, appropriate counselors.
- You can either call to **make your own appointment**, or you can ask for help during the call.

## Calling for Crisis Support

- If you are in crisis, call **24/7** for immediate support.
- **Let them know** you are in crisis right away.
- During business hours, you will be connected with a counselor. **You will not be put on hold**.
- After-hours calls are answered by behavioral health professionals. **You won't have to leave a message**.
- During a crisis call, the counselor will help you **stabilize your situation** and get appropriate support.
- **Actions** may include contacting someone to be with you, calling 911, or scheduling local counseling.

## Basic Facts About EAP Counseling

- EAP counseling helps you **solve personal** problems.
- It's **free** to you, dependents, and household members.
- Private offices are located **near your home or work**.
- You can **use it more than once**. New sessions are available for each, different problem you face.
- EAP counseling is **always confidential**. Your employer is never notified.



## Scheduling Your Counseling Appointment

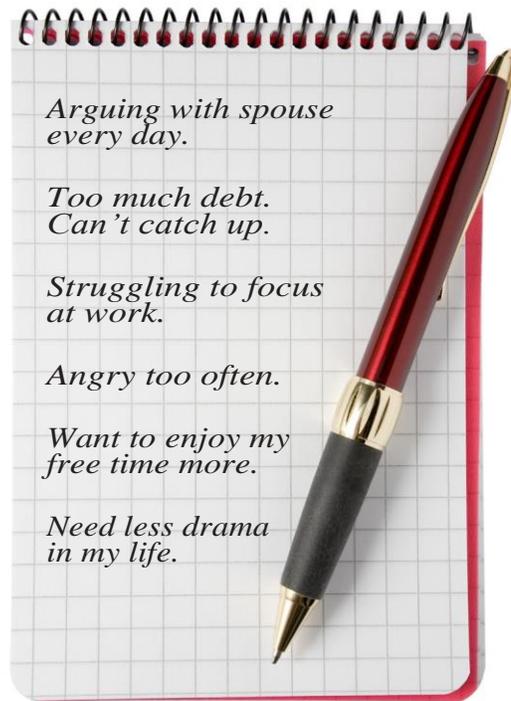
- Choose a counselor from the list provided by the EAP.
- Counselors are often in session with other patients, so you may have to leave a message.
- In your message (or conversation), tell the counselor you are calling for EAP counseling.
- A counselor may take **a day or two to return your call**.
- If you do not receive a call back, you should contact a different counselor from the EAP list.
- If the counselors do not return your calls, call the EAP for more assistance.
- If your issue changes, and you are in crisis, call the EAP or let the counselor know this during your initial call.

# What to Expect at Your First EAP Counseling Session

## Be Prepared

Here are some tips to be ready for counseling:

- ❑ **Make notes** about the problem you are having, how it's affecting you, and how you'd like things to be different. Then **read your notes out loud** a few times. This will help you feel calm and describe things more clearly to the counselor.
- ❑ Show up for your first appointment **at least 20 minutes early** in case you need to fill out any paperwork.
- ❑ Remember to remind the counselor you are there for **EAP counseling**, so it's free to you. Neither you nor your insurance will be billed for EAP counseling.
- ❑ If for some reason you do not feel comfortable with the counselor after the first session, **call the EAP** to change counselors. You must notify the EAP so the initial session is not deducted from your total available sessions.



## What the Counselor Will Do

During your first session, the counselor will ask you some questions to assess your situation. Topics may cover:

- ❑ **Why you requested counseling.** The counselor needs to know your main problem(s) to uncover deeper issues and to help determine if EAP counseling will be appropriate.
- ❑ **Your history and current situation.** The counselor will ask you about your life, including basic questions about your family history and current family situation.
- ❑ **Your current symptoms.** The counselor will want to know about symptoms resulting from your problem. For example, your problem might be causing difficulty at work or at home.
- ❑ **Your plan of action.** Once the counselor understands your problem, symptoms, and overall situation, she will work with you to develop a plan of action, which may include additional EAP counseling sessions or a referral for other services or actions. This step usually occurs after the first or second counseling session.

## What You Should Do

Here are some things you can do during your first session to make it as successful as possible.

- ❑ **Be open.** Counselors are trained to ask the right questions, but they can't read your mind. Answer questions honestly so the counselor will be able to help you.
- ❑ **Ask questions.** The more you understand the counseling experience and what to expect, the more comfortable you'll be. Ask questions about the process and ask the counselor to repeat anything you don't understand.
- ❑ **Be honest about your feelings.** During the first session, pay attention to your own reactions and feelings, and share them with the counselor. You and your counselor may gain insights about your problems by considering your experience during counseling.
- ❑ **Have realistic expectations.** Counseling is a process. If EAP counseling is right for you, commit to attending the sessions and doing any recommended activities or homework so you can solve your problem and get back to living your best life.