

# HealthPoint Employee Assistance Program (EAP)

THE UNIVERSITY OF TEXAS AT AUSTIN

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hr.utexas.edu/eap/ • mail code A9200 • phone: 512-471-3366 • e-mail: eap@austin.utexas.edu

## Confidentiality and Consent Information

HealthPoint Employee Assistance Program (EAP) at the University of Texas at Austin is required to provide you with this information and to obtain your signature to acknowledge that you have read and understood this form.

Your contacts with the EAP and the information you provide us are private and confidential to the extent required by state and federal laws. Those laws require us to treat all contact with you as confidential; this includes phone calls, appointments, and written communication. Your personal information is kept securely within EAP. No one except EAP staff can gain access to your information. Unless you choose to share your EAP information, it is not accessible to other divisions of *HealthPoint* or to your department. Your EAP records are not part of your personnel file.

In most cases, written authorization is required before information concerning your EAP visits can be disclosed. The law does permit or require the disclosure of confidential information without your consent under very specific circumstances, such as cases of threat of harm to self/others, suspected abuse of children, elderly people, and people with disabilities, and in response to a court order or legal action against the university. Please read our Notice of Privacy Practices for a full description of the limits of confidentiality.

EAP services are voluntary and a joint effort; results can vary depending on factors such as work circumstances and motivation. EAP staff members are employees of the University and are not directly affiliated with your insurance carrier.

Please note that we do not return calls from text or caller ID, if you would like a return call please leave a message on voicemail. We also cannot accept requests to be “connected” or “friends” with clients on social media sites as it could breach legally-protected confidentiality, even if the request is initiated by you. We will respond to email but try to restrict our interactions when possible to referral and scheduling information since the confidentiality of email cannot be guaranteed.

Please ask your EAP counselor if you have any questions about this information or the EAP.

### Information and consent

The EAPs current Notice of Privacy Practices describes how state and federal law permits or requires disclosure of confidential information without my consent under very specific circumstances. This notice is posted and I understand I can receive a copy of the notice at any time.