



# **bright** wellbeing & counselling

## **Referral Guidance**

## Referral guidance

Please read the guidance notes for making an EAP referral.

The Data Protection Act 1998 requires the employees consent to release information to Health Assured in relation to 'sensitive personal data'. The employee must always give explicit consent for the referral in order for Health Assured to make contact with the employee directly.

### What do you need to do?

Please find below an outline of the suggested steps to support you in making a successful referral.

#### Step 1:

Clarify the situation with the employee in confidence. Please inform them of the Bright Wellbeing & Counselling Employee Assistance Programme which includes:

- Structured short - term Solution Focused Therapy.
- Advice and information.

#### Step 2:

Complete the referral form with the employee, ensuring that verbal consent has been obtained. Questions to consider that may be helpful at this point:

- Do you need to discuss the situation with Bright Wellbeing & Counselling first?
- Is the employee happy to receive a voicemail /text?
- How is the situation impacting upon the employee?
- When would be the best to time to contact them directly?

#### Step 3:

Send the completed referral form to **[counsellingadvice@healthassured.co.uk](mailto:counsellingadvice@healthassured.co.uk)**

There is no need to follow a referral form up with a telephone call to Bright Wellbeing & Counselling, however if you would like to discuss a referral with a counsellor/adviser please call on **0800 023 4742**. We also ask that the referral is sent from a confidential email address.

### What happens next?

Bright Wellbeing & Counselling will contact the employee within 24 hours of receiving the managers referral form. The counsellor will identify and offer the most appropriate support / intervention for your employee. Bright Wellbeing & Counselling will inform you whether contact has been made and if there have any problems making contact with employee.



## EAP helpline referral form

**Internal Use Only** Bright Wellbeing & Counselling Reference:

EAP helpline referral form	
Company name / scheme number:	
Authorised by (Including contact number):	
Employee address:	
Company address:	
Employee name:	
Employee marital status:	
Employee date of birth:	
Employee contact telephone number:	
Is it ok to leave a message?:	
Best days and time to contact the employee? (i.e. AM / PM / evenings / anytime / etc.)	
Including the reason for the referral request and any presenting issues	

Has verbal consent been obtained from the employee?

Yes

No

**Please note:** A proactive manager's helpline referral call can only be made if the employee has consented to receiving our call. It is important this is discussed with the individual concerned by the referring manager.

To initiate an EAP helpline referral, complete the form and send to Bright Wellbeing & Counselling:

**E: counsellingadvice@healthassured.co.uk T: 0800 023 4742**



