

# Calling the SAP Helpline

## Student guide



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# When should I contact Health Assured?

When the time feels right, you may feel the need to reach out for emotional or practical support. Health Assured know how difficult it can be to take those first steps. Our qualified and experienced counsellors are ready to listen and provide guidance.

You may be looking for some practical advice. Health Assured have qualified legal advisors who will assist with any legal matters. The SAP is available 24/7, 365, so help is always available, at a time which suits you.

# How can Health Assured help me?

Health Assured provide emotional support and practical guidance.

If you have any practical concerns, legal advisors can help. They'll provide advice and guidance on issues such as:



Benefits information



Tenancy and housing concerns



Consumer issues



Boundary disputes



Legal issues



Motoring issues



Property and partnership rights



Immigration information

# What will happen when I call Health Assured?



A qualified counsellor or legal advisor will answer. If it's your first call, they'll ask for the name of your College or University, and some contact details. Health Assured use this information to get you set up and ready on their system.



If you've called before, they'll ask some security questions. These are simple—your date of birth, or postcode. Data security is important, so you must answer these correctly to continue.



They'll ask what your call relates to. This is to make sure you get the right support, as quickly as possible. If a counsellor answers, and you need legal advice, they will transfer you to an advisor and vice versa. In the unlikely event that the appropriate counsellor or advisor is unavailable, they'll arrange a call-back at the best time for you.

# What does a Health Assured counselling call look like?

Health Assured counsellors use a proactive approach to supporting you. They offer space and time to talk about your concerns. They provide guidance and mindfulness techniques that will help you in the present.

A few simple changes are often enough to make a world of difference. The counsellors can suggest useful resources that will help you make those changes. You might feel that this is enough—at the end of the call, the counsellor will explain the options available. You can choose to simply call back, if you want to talk again.

## What does a Health Assured advisory call look like?

Health Assured advisors have the same proactive approach as the counsellors. They're experts in legal processes, obligations and liabilities. They'll listen to your issues, and offer guidance on the best way to proceed.

While the advisors aim to resolve your issues in-house, sometimes they'll need to direct you to other resources. This is so you can be sure you're receiving the most appropriate advice.

[Advice is available 24/7, 365.](#)

## Why are my details taken?

The SAP is confidential. In order to provide the best service, however, counsellors/advisors ask for a few details. They'll need your name, address, contact number and date of birth. They'll also ask if it's okay to leave a voicemail, or send you an SMS—it's fine to say no to these.

Health Assured treat your data with total confidence. All employees are bound by ethical and legal frameworks, and the service is ISO27001 accredited.

## Will Health Assured contact my College or University?

The Health Assured support line is an independent service offered to students. We provide a confidential service and the information you discuss with our helpline support workers is not routinely provided to your university or college (or provider) unless your health, wellbeing or welfare is judged to be at imminent risk. In these circumstances and where the support worker thinks you need additional support they will seek your consent to share your name and information about their concerns to provide you with further help. In some circumstances where you are not able to provide consent or where you refuse consent, Health Assured may still decide to share relevant information with the where it is necessary to protect you or another person's vital interests.

## Will you contact my GP?

In most cases, no. Health Assured would only need to share information if:

- They believed that someone else is at risk of serious harm.
- They were told about acts of terrorism or bomb warnings.
- You asked them to get you help because you can't do this yourself.
- You expressed that you were experiencing thoughts of self-harm or that you were having suicidal thoughts.

Health Assured will always seek your consent before contacting your GP or the emergency services. However, if it is deemed that you are an immediate risk to yourself or others, this may not be possible.



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