



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive



## Employee Assistance Programme (EAP) Guide to EAP services by telephone or video

The HSE Employee Assistance Programme (EAP) offers sessions for HSE staff via telephone, face to face and video.

### Organising the First Session:

#### Video Session

If you would like to avail of a video session, your counsellor/therapist will send you the following information by email:

1. Link for the video session confirming the date and time;
2. An Intake Form for completion before or during your first session.

When you click on the link provided you will be asked to enter your name, DOB and phone number as your unique ID. This is to ensure your confidentiality. You will then enter a virtual waiting room. The session will begin when your counsellor/therapist connects with you there.

#### Telephone Session:

Your Counsellor/therapist will send you the following information:

1. Confirmation of the date and time
2. An Intake Form for completion before or during your first session.

### Description of the Session

You will need to find a quiet space where you are free to speak without interruption.

Your counsellor/therapist will confirm your identity with you at the beginning of your session by checking your name, date of birth and address.

The sessions are typically up to 60 minutes duration.

In the event of a poor connection on video you will need alternative telephone access.

This is based on the guidance from the State Claims Agency Risk Advisory Notice Providing Telehealth: Virtual Sessions  
<https://stateclaimsagency.newsweaver.com/icfiles/4/83122/239283/544619/5edf2038e348dfe92c6c617e/risk%20advisory%20notice%20-%20telehealth.pdf>

[Guide to EAP services by telephone or video – final draft 20-09-2020](#)



## Advantages and Limitations

There are a number of advantages to video and telephone EAP sessions:

- Continuity of care and service
- Accessibility – HSE staff can access EAP from anywhere that suits them. Helpful resource materials can be shared by video link.
- The main limitation to video and telephone counselling is the reliability of the technology and/or internet connection which may interrupt the session.

## Confidentiality & EAP

All EAP services are confidential, with the usual limitations which will be explained and discussed further during your first session.

The Attend Anywhere video platform has end-to-end encryption for your security. This means that the sessions cannot be hacked into by others.

No electronic recording will be made of the session.