



On the Call

Our friendly, helpful staff will collect basic information about you, such as your name, employer, and the reason you are contacting Sentara EAP. This helps us make sure you get the help you need.

During the call, we will:

- Confirm your benefits
- Share your counseling options: in-person, over the phone, or virtual
- Help you schedule an appointment with one of our licensed clinicians

At Your First Appointment

After completing a brief intake form, your clinician will ask what brought you to Sentara EAP and, in general, how well you are managing at home and at work. Each session lasts about 45 minutes.

Your EAP clinician will help you develop strategies to deal with your concerns. When needed, they will also provide you with information about community resources and support groups.

In some cases, your clinician may assist you with locating a local mental health provider for more intensive care.

Confidentiality

Confidentiality is an important component of our program. Discussions with our clinicians are protected by strict Protected Health Information (PHI) privacy laws. Sentara EAP will not share any PHI, either in written or verbal form, unless required by law or if you give prior consent.