

## ADDITIONAL INFORMATION

### How many sessions are participants entitled to?

Five sessions for each resident and for each immediate family member under the same household

### How is the referral process done?

You can refer yourself or

A program director may refer you

### Is there a fee for the services?

RAP is free to all residents and their immediate family living under the same household

### Are these services offered in other languages?

Services are offered in English and Spanish



### For appointments call the: Department of Psychiatry

(915)215-5865 or (915)215-5861

Services are provided at:  
Alameda Ave. El Paso, TX 79905  
(Located in the basement of the El Paso  
Psychiatric Center)

**Office Hours: M-F 8:00 a.m. to 5:00 p.m.**  
**To expedite entry to the center, identification  
badge should be evident.**

**All calls are strictly confidential**



**Resident Assistance Program**  
Caring & Confidential

### Are you or a family member experiencing any of the followings?

- ✓ Stress
- ✓ Workplace conflicts
- ✓ Problems at school
- ✓ Anxiety
- ✓ Depressed mood
- ✓ Anger control
- ✓ Marital/relationship difficulties
- ✓ Grief and loss
- ✓ Parenting difficulties
- ✓ Aging parents



## FREQUENTLY ASKED QUESTIONS

### What is the Resident Assistance Program (RAP)?

The PLFSOM Department of Psychiatry offers the RAP to Residents and Fellows and their immediate family members (parents, spouse, and children), living under the household.

The RAP is focused on providing counseling to those experiencing difficulties that are beyond their ability to manage. It allows residents to seek assistance before the problem affects their job performance.

### What services are not included?

- Counseling for alcohol/drug abuse or addiction
- Legal advice
- Financial services
- A list of community agencies can be provided for these services



### How does the program work?

The participant will receive psychotherapy services provided by a Licensed Mental Health Clinician.

The participant will be discharged after the 5<sup>th</sup> session.

If further intervention is recommended by the clinician, a list of community resources will be provided.

### What happens if the participant requires medication?

The participant is referred to a physician on his/her insurance panel or to a physician in the TTUHSC Department of Psychiatry, based on the participant's preference.



### Are RAP services confidential?

In the RAP, we respect patients' privacy. When you arrive, you will be placed in a separate area to maintain confidentiality.

No information is release to the program director in those cases when attendance to the RAP is voluntary.

In those cases where the resident is referred by a program director, no information will be released to the program director without the participant's written authorization and, even then, the information released will be limited to: 1) Attendance, 2) Cooperation with Therapist and with specific treatment plan, and 3) Need for sessions requiring time away from work.