Employee Assistance Program
Guide for Providers

Free and confidential counseling for physicians, advanced practice providers, spouses and dependent children

Sponsored by the Benedictine and Presentation Sisters

605-322-4069 • 800-527-9394 • AveraEAP.org
Employee Assistance Program

Practicing medicine within a changing health care environment comes with constant challenges. The Avera Employee Assistance Program offers counseling to lower stress for those who provide care.

We offer strategies to address the complex issues that providers may experience. The Employee Assistance Program provides three counseling sessions for you, your spouse and dependent children at no cost to you. If additional counseling is needed, fees may be covered by your insurance plan or you may choose to pay a reduced self-pay rate.

Private and confidential

Making an appointment with the Avera Employee Assistance Program is a positive step toward addressing your concerns. We will not share any information regarding your counseling with your employer. Internal and external providers are available throughout the Avera region with multiple locations to increase confidentiality. Day and evening appointments are available.

How it works

1. Call the Avera Employee Assistance Program.
2. Give your name, phone number.
3. Make an appointment when it best fits your schedule.
4. EAP notes are not part of a medical record.

Our confidential service can assist you and your eligible family members with issues, such as:

- Burnout
- Coping with change
- Balancing work and home life
- Financial concerns
- Marriage/couples counseling
- Blended families
- Parent/child conflicts
- Colleague relationships
- Grief/loss
- Job/career changes
- Depression
- Work-related stress
- Anger
- Alcohol/other drug problems
- Anxiety
- Gambling
- Stress/time management
- Physical/sexual abuse
- Divorce
- Domestic violence
- Health issues

Critical Incident Stress Management

CISM is an intervention available for providers and/or their departments to process critical incidents that have occurred. This is a short-term supportive process to assist in reducing the impact of events like: death of a patient, suicide, workplace violence, disaster or other sudden trauma.