

UNIVERSITY OF FLORIDA COLLEGE OF MEDICINE JACKSONVILLE
Office of Educational Affairs
RESIDENT MANUAL

COUNSELING: RESIDENT ASSISTANCE PROGRAM (RAP)

UFCOM-J and UF Health Jacksonville provide confidential, free counseling for personal issues that might affect housestaff on or off the job. Stress, conflicts, alcohol or drug issues, family worries, financial/legal issues and balancing work and home life are some examples. Residents and their family members who wish to seek counseling or other mental health services may contact the Resident Assistance Program (RAP). ComPsych Guidance Resources program is an off-campus independent counseling center staffed by licensed professionals and is confidential and free of charge. Each resident, family member, or dependent receives up to six short term counseling sessions for any type of personal problem. The ComPsych professional will decide if the problem can be resolved within the scope of the RAP or if a referral is necessary. If a referral is required, every effort will be made to utilize a community resource that is either free, based on a sliding scale, or is covered by GatorCare.

UFCOM-J will receive a quarterly report regarding the number of individuals who have consulted the program, but no individual will be identified. There are two exceptions to the confidentiality of this program:

- client gives written permission to report attendance
- client threatens someone's life verbally and/or physically

A 24-hour Guidance Consultant is available through a dedicated RAP phone number: (844) 216-8397. All of the counselors are licensed, seasoned professionals, with a wide array of expertise. You are also invited to visit the web site <http://www.guidanceresources.com/>.



Once you open the Guidance Resources web page, click on the **REGISTER** Link. Enter the Organization Web ID: **UFHEALTH** and you will be directed to the registration page.

If a resident has any questions or concerns, please contact:

Cherise Conte-Bush
Cherise.conte-bush@jax.ufl.edu
904-244-3471

A screenshot of a web registration form. At the top, there are two tabs: "LOGIN" and "REGISTER". Below the tabs, there is a "Help" link. The main form area has a label "Organization Web ID" above a text input field. Below the input field is a large blue button labeled "Register". At the bottom of the form, there is a note: "If you do not know your Organization Web ID, it can be found on your benefits wallet card, poster, flyer or brochure".