which includes a firm commitment to protect and uphold confidentiality.

**How do I get an appointment?**

To arrange an appointment, please call (352) 265-5493 or (866) 643-9375, 24-hours-a-day, seven-days a-week. Simply state that you need an RAP appointment. We have flexible hours and a convenient location to accommodate the needs of you and your family.
At some point in our lives, most of us experience personal difficulties that may need attention. Sometimes professional intervention can assist us with the challenges we face. We don’t hesitate to call a physician when our health is poor.

Yet—other problems that may pose a threat to our everyday life are often overlooked, and we choose to fight these battles alone. For these trying times, the University of Florida College of Dentistry Resident Assistance Program (RAP) is here to help you help yourself.

What is an RAP?
The University of Florida College of Dentistry Resident Assistance Program (RAP) is designed to help residents and their families with concerns or problems that may be troubling them. The mission of the RAP is to develop and maintain a positive and productive workplace.

How does an RAP help?
By providing a system of short-term, confidential, professional counseling and referral services to residents and their families, an RAP teaches residents how to manage their problems when their job is affected.

What are some concerns an RAP addresses?
- Stress
- Adjustment to Life Changes
- Marital or Relationship Difficulties
- Parenting Issues
- Family Illness
- Job Burnout
- Anger
- Depression
- Anxiety
- Gambling
- Alcohol or Chemical Dependency

How will I know if I need an RAP?
If any of the above, or other concerns have adversely affected your job performance or personal life, you may consider assistance from an RAP to help you identify and resolve the problem.

Who is eligible for RAP benefits?
Benefits eligible residents, legal spouses of residents, and other eligible dependents all qualify for RAP benefits.

How can I access an RAP?
There are two different ways to obtain help from your RAP:

1. Self Referral—This is a completely confidential method of getting help for yourself by simply calling the RAP 24-hour, Shands at Vista provider number:
   (352) 265-5493 or toll free (866) 643-9375.

2. Supervisor Referral—if your problems visibly affect your job performance, your supervisor may recommend that you access the RAP for an evaluation. Your supervisor will not have access to your records.

Participation in the RAP is not included in your files.

Who pays for an RAP?
The employer pays for the basic services of the RAP and regards the program as a fringe benefit. Up to the first three visits to a provider are free to the employee. If more services are needed, the counselor will coordinate continued care within your health benefits plan.

How confidential are the sessions with my counselors?
All discussions with RAP counselors, records of treatment or assistance, and all follow-up care are strictly confidential. Counselors follow professional standards and a strict code of ethics,