



# Your healthy advantage

## Student FAQs

### What is a Student Assistance Programme (SAP)?

An SAP is a confidential programme designed to help you deal with personal or student-related problems. The problems could be affecting your home life, education, health, and general wellbeing. Whatever issues you face in your student life—our helpline is available 24/7, 365 days a year.

### Are my calls confidential?

- All calls are confidential between the caller and their counsellor or advisor
- Exceptions can occur only if there is serious risk of harm to the caller or others
- In such circumstances, the counsellor will always seek guidance before breaching confidentiality
- Analytical usage data may be shared with the organisation at top level (excluding identifying factors)

### Who can use this service?

We believe that the best way to support you is to support you anytime, anywhere. So Health Assured offers cover for you 24 hours a day, 7 days a week, 365 days a year.

If you're living in the same household as your partner, they can also access the service too, as well as children (aged 16-24, in full time education).

### What services are available?

- Comprehensive telephone helplines available 24/7
- Medical information from trained nurses
- Legal information and guidance
- Professional financial advice
- Online portal
- My Healthy Advantage app
- Critical incident support

### Is the service restricted to issues dealing with stress?

Health Assured can provide extra support for a variety of personal matters, such as:

- Dealing with exam stress
- Money worries
- Student loans and tax information
- Housing or tenancy concerns
- Alcohol or drug issues
- Bereavement and loss
- Relationship problems
- Medical support
- Help with family issues

### What's included with the critical incident support?

Our trauma trained counsellors focus on solving an immediate and identifiable problem, enabling you to return to your daily routine quicker.

### What is the "My Healthy Advantage app" and "Online Portal"?

We understand that the information available needs to be accessible to you, whenever you require it. Our My Healthy Advantage app and Online Portal feature a range of tools available 24/7, including:

- 4 week plans\*^
- Mini health checks\*^
- Wellbeing videos including BrightTV\*^
- Weekly mood trackers\*
- Personalised newsfeed\*
- Wellbeing articles\*^
- Financial assessment calculators^
- Factsheets^
- Medical information^

\*Available in My Healthy Advantage

^Available on the Online Portal

Free 24 hour confidential helpline:

0800 030 5182

healthassuredeap.com