
President's Letter

June 24, 2013



Yordan Karaivanov, MD
President

NLMA launching new physicians' assistance program on July 1

inConfidence program delivers 24/7 access to confidential support, resources

Dear Colleagues:

In March, almost 500 members responded to a survey on physician health. That survey complimented earlier research we had conducted through a series of member focus groups.

The research findings told us a story about you, our members. We heard your concerns and identified your need for improved services to help with work-life balance, in particular issues around resiliency, stress and burnout. You told us you need help with time management, relationships and family. Workplace issues also rose to the top, specifically disruptive behavior, conflict in the workplace and inter-professional relationships. Mental health and illness were priority areas for most who responded, as was access to primary care, health promotion and disease prevention.

More than 80% of members who participated in the survey indicated that accessing confidential counselling supports delivered by qualified providers was of great importance.

We heard you and we are responding with a new physicians' assistance program that will improve access to services complimented with a rich repository of online resources.

Effective July 1, you and your immediate family will be able to access the *inConfidence Member and Family Assistance Program*. The *inConfidence* program is provided by Medavie Blue Cross, and counselling and information services are provided by Ceridian Canada, Ltd. All *inConfidence* providers are highly trained and have an average of 10 years of experience in counselling.

The *inConfidence* program will provide completely confidential services at no cost to you or your immediate family members. Services are available toll-free 24 hours a day.

.../2



**Newfoundland &
Labrador Medical
Association**
164 MacDonald Dr.
St. John's, NL
A1A 4B3
(709) 726-7424
or 1-800-563-2003
Fax: (709) 726-7525
or 726-7456
www.nlma.nl.ca
president@nlma.nl.ca

NLMA launching new physicians' assistance program on July 1

June 24, 2013

Page 2 of 2

Work/life consultants can offer support with a wide variety of issues such as:

- Parenting and childcare
- Education
- Emotional well-being
- Legal
- Older adult concerns
- Grief and loss
- Financial
- Midlife and retirement
- Work
- Managing people
- Health and disability
- Addiction and recovery
- And many other everyday concerns.

You will have a choice of skilled and highly-trained counsellors who are available to you and your immediate family in your community, in a neighboring community, by telephone or online. In addition, the *inConfidence* website offers you and your family extensive educational resources, podcasts, online seminars and more.

Please refer to the accompanying brochure, cling and wallet card with your new *inConfidence* EFAP contact information. To learn more about the services available and to access any of the counselling or work/life consultation services listed above, either call: **1-877-418-2181** or go online at **www.myinconfidence.ca**. To obtain your new *inConfidence* EFAP online login information, please contact the NLMA at nlma@nlma.nl.ca or call (709) 726-7424 or toll-free at (800) 563-2003.

The NLMA takes your privacy seriously and can assure you of the privacy and confidentiality of the *inConfidence* program. All reports, client information and counselling are protected. The program meets the privacy standards of the Council on Accreditation, Employee Assistance Society of North America, and the *Personal Information Protection and Electronic Documents Act*.

The Physician Health Advisory Council continues to develop new and improved services for members through the NLMA's Physician Care Network. The *inConfidence* program is the first of a number of new and improved offerings you can expect. We invite your comments and suggestions as we expand our program.

Regards,



Yordan Karaivanov, MD
President

Encl. (3)