




EMPLOYEE ASSISTANCE PROGRAM

THE SCHEDULER

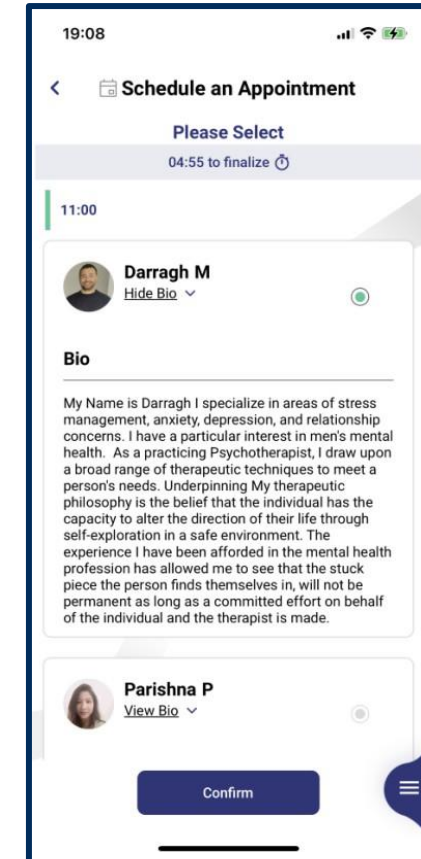
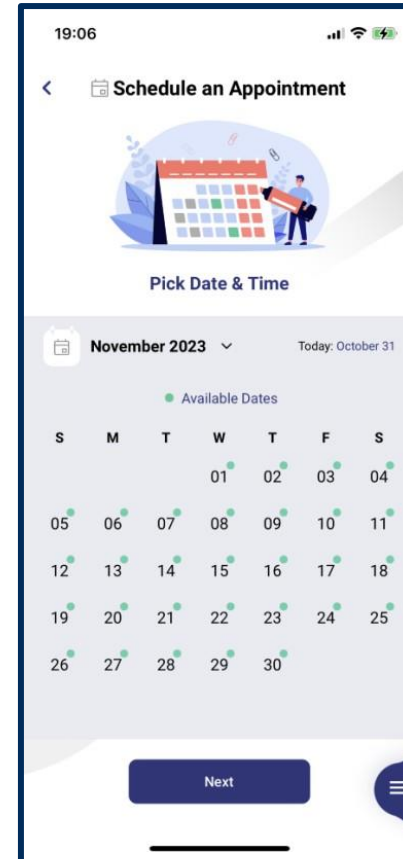
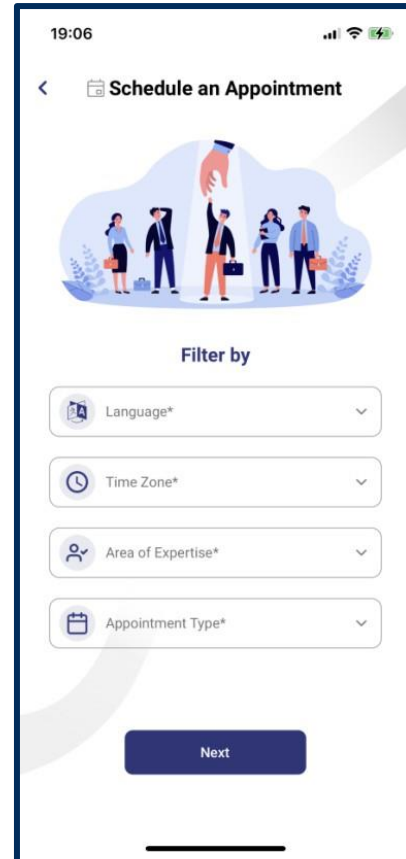
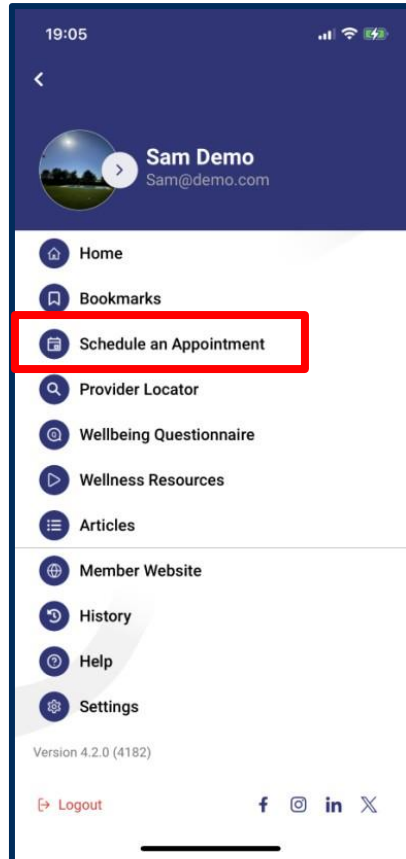
EAP NOW OFFERS AN ONLINE SCHEDULING
TOOL TO SIMPLIFY THE PROCESS OF
SCHEDULING AN APPOINTMENT FOR
COUNSELING WITH A SPECIALIST



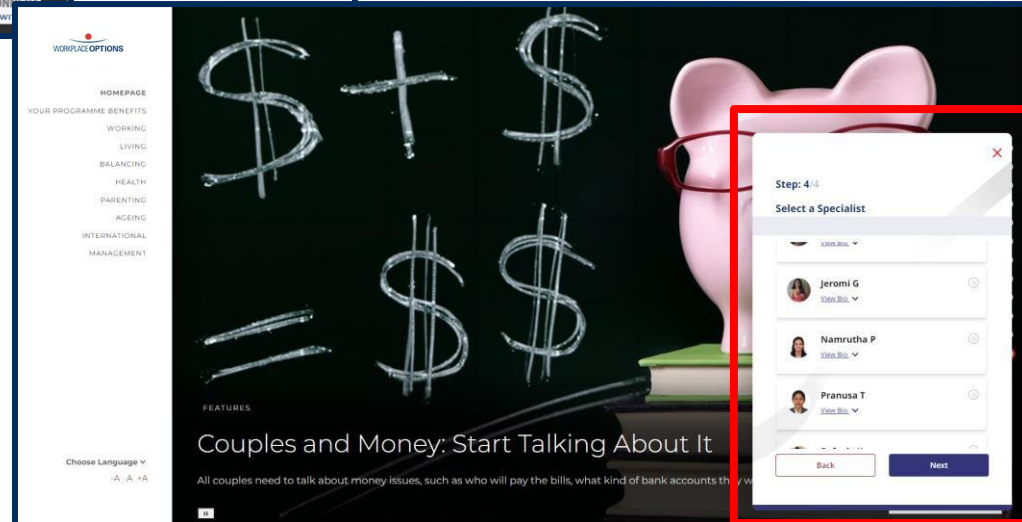
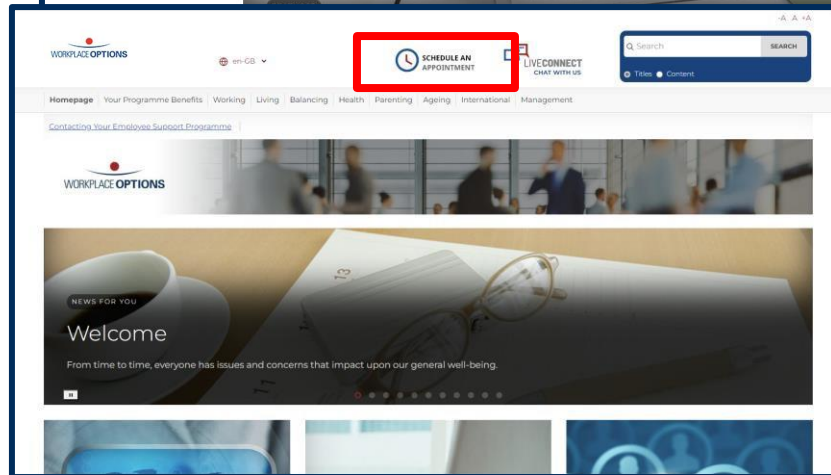
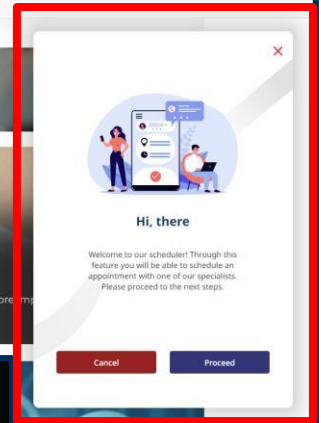
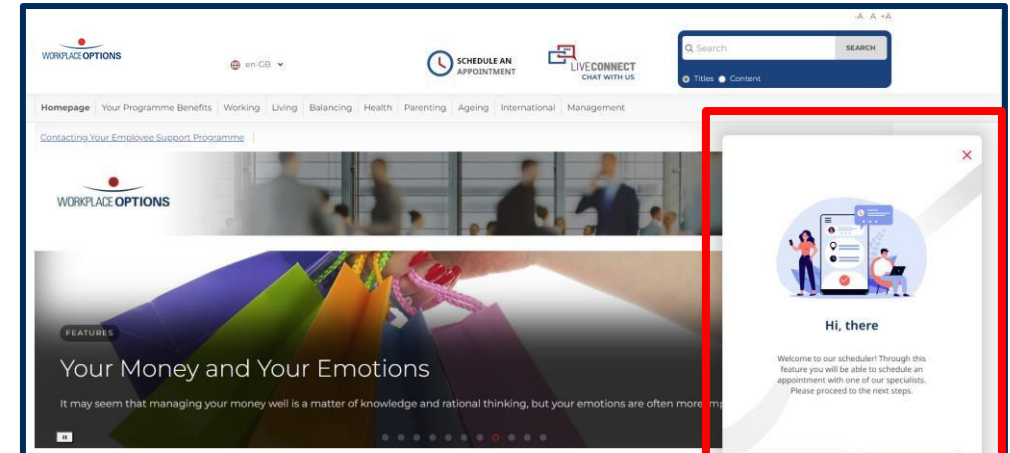
WHAT IS THE SCHEDULER?

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- The Scheduler is available through **iConnectYou**, and inova.org/eap
 - The Scheduler allows all members to book an **initial appointment** with a specialist that best fit their needs according to:
 - Time zone
 - Language
 - Contact method(phone/video)

SCREENSHOTS - iConnectYou



SCREENSHOTS – inova.org/eap



APPOINTMENT DETAILS

What type of appointments can be book through the Scheduler?

- Currently, the Scheduler supports counseling appointments with specialists.

What happens after an appointment is booked?

- After an appointment is booked, the member will receive a confirmation email with access details. Members receive reminder emails one (1) day and one (1) hour prior the appointment. Members registered in iConnectYou can also see the appointment in the app, under the Schedule an Appointment tab on the Navigation menu.

Can members schedule multiple appointments?

- Members can only schedule one appointment at a time. Members will not be able to schedule any other appointment until the scheduled one has taken place.

Can members cancel scheduled appointments? How?

- Members can cancel appointments through iConnectYou, or through a link sent via the confirmation email received by the member. Appointments can only be cancelled up to 6 hours prior the appointment.



THANK YOU

If you have any other questions or need more information,
please email your Account Manager