

UF Self Insurance Program

UFHealth

UNIVERSITY OF FLORIDA HEALTH

For questions regarding claim investigations related to a significant event, please contact the UF Self Insurance Program at 844-MY FL SIP (844-693-5747)

WHO TO CONTACT JACKSONVILLE

ComPsych Guidance Resources

Call: 844-216-8397

TDD: 800-697-0353

24 hour support

Guidanceresources.com

Web ID: UFHEALTH



SECOND VICTIMS PROGRAMS

Difficult cases, unexpected outcomes, or medical errors occur in all health care organizations. These programs provide support to our health care providers following an adverse event, traumatic clinical events, the death of a patient and any other event that is emotionally challenging.



SIGNIFICANT EVENTS

- Legal action
- Suicide of a colleague
- Serious work related injury
- Multi-casualty/disaster/terrorism
- Events involving children
- Victim is known to providers
- Excessive media interest
- Poor outcomes, challenging families
- High volume, high patient acuity
- Death, divorce, illness in family



WHO TO CONTACT GAINESVILLE

352-494-5740

Care for Colleagues

24 hour support

352-265-5493

866-643-9375

Employee Assistance

Program 8:30 AM - 5:00 PM

Monday – Friday

EAPInfo@shands.ufl.edu

EAP.UFHealth.org

**University of Florida
Employee Assistance Program**
Designed to help residents and
their families
352-392-5787

eap.ufl.edu

eaphelp@shcc.ufl.edu

Anonymous screening tool:
[http://www.ulifeline.org/ufl/
self_evaluator](http://www.ulifeline.org/ufl/self_evaluator)

**UF Health Shands Psychiatric
Hospital, 24 hour support**
352-265-5481

**National Suicide
Prevention & Crisis Hotline:**
800-273-TALK