Protocol for Anger Management Referrals

HEALTHQUEST Employee Assistance Program

**Steps to Make the Anger Management Referral**

1. The Agency Human Resources Director documents the behavioral signs and initiates the referral to the HEALTHQUEST Mandatory Referral Program.  The HEALTHQUEST vendor, Alternatives EAP, will provide case handling consultation if requested.
   1. The Agency HR Director should then contact the Vice President of Clinical Services at Alternatives EAP (the HEALTHQUEST EAP vendor) at 816-753-8283 the ext 222 with the employee’s name and pertinent background information which would include: information relating to the specific instance that triggered the referral, performance problems or concerns, relationship issues with supervisor, coworkers, customers, etc. Reporting known past abnormal behaviors or known past mental health conditions is requested.
   2. The Agency HR Director may inform the employee s/he may continue working and instructs the employee to call HEALTHQUEST within 24 hours to make an appointment within two business days.   The Agency HR Director should inform the employee that if s/he doesn’t comply or does not follow the recommendations of the HEALTHQUEST program s/he will be removed from duty.  Written documentation about the employee is recommended.