Employee Assistance Program (EAP)

Assist MSH members with online psychological counseling to address your emotional needs in a moment of crisis.

- Work-life Balance
- Work Pressure
- Interpersonal Relationships & Self-growth
- Family Counseling

01 **Confidential**	The information discussed is NEVER disclosed to a third party (except in a life-threatening situation, such as suicide attempt)
02 **Voluntary**	This is a voluntary service, if you feel you need assistance.
03 **Professional**	An expert advisor that fits your needs and demands.

Request Appointment	Identity Verification	Appointment Confirmation	Online Consultation	Follow-up
You can make an EAP appointment by phone/email/ Skype.	Provide the counselling assistant with: • MSH member ID; • available date and time; • an explanation of the issue you are currently facing.	Our counseling assistant will arrange a psychologist that fits you based on your requirements. Then will inform you of the specifics, such as time and psychologist details.	You call the consultant at the agreed time for the telephone consultation (50/60 minutes per session).	After 15-30 days, the Consulting Assistant will contact you to discuss your experience.

EAP service appointment method

1. Telephone (7 * 24-hour, except legal holidays. We will reply in 30 minutes after receiving the requirement.)
   Domestic Hotline: 400-619-1990, press 1 for Chinese, 2 for English
   Overseas Hotline: Chinese line: +86 13671226888； English line: +86 15810232131
2. Email: mshservice@eap.com.cn (We will reply you within 1 working day after receiving the requirement.)
3. Skype: 15810232131（ We will reply you within 1 working day after receiving the requirement. ）