

Supporting people when they need it most

Donnie's story



While it's getting easier to talk about mental health, it can still be a struggle to be open and vulnerable. Sometimes, making that first call and asking for help is the hardest part. Donnie shares how he was able to find support after a loss.

What circumstances led you to reach out for support?

Donnie: I deal with OCD and have to expend a lot of mental energy and focus to manage what's going on around me. I have pretty well-honed coping skills for threading that needle, as long as everything goes according to plan. However, after my father passed away very abruptly from lung cancer, my carefully balanced spinning top hit an obstacle and was wobbling, slowing down and teetering toward a possible crash. I knew I needed to speak with someone, but I didn't have the time to search through directories and call all over town for an appointment. So, I called for support.

What was the experience like?

Donnie: When I called, the reps on the phone were warm, caring and friendly. They listened without judgment and directed me to the proper resources. The process was seamless in connecting me with the help I needed quickly. It was a true lifesaver for getting myself back in balance.

What would be your advice to someone considering reaching out for support?

Donnie: Nothing feels heavier than that phone when you think you're alone, but believe me when I say you are going to be greeted on the other end by someone who cares. If you feel stressed or overwhelmed – at work or at home – reach out. It's there whenever, wherever you need it. It's free. It's confidential. And it provides instant help with any issues or challenges you may be having. I'm so grateful I decided to call.



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Master's-level specialists are available 24/7/365

To learn more about how we can partner to support employee wellbeing, contact your Optum representative.



This is a real member story based on Donnie's experience receiving services from Optum Emotional Wellbeing Solutions, an employee assistance program. Support provided through Emotional Wellbeing Solutions is confidential in accordance with the law.

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