MindBridge User Guide

Seamless | Secure | Client-Focused

# Welcome to MindBridge

MindBridge is your intelligent, secure, and intuitive counseling platform — designed to streamline your practice and elevate client care from day one.

# Pre-Boarding Steps

Tenant Manager – Click on “Get Started – Pay Only When You Earn” to onboard your practice or firm.  
Provider – Once the Tenant Manager creates your account, log in with provided credentials and follow all onboarding steps.

# Once all steps above are completed, proceed with the following:

# 1️⃣ Getting Started

Logging In  
1. Enter your login email address and password.  
2. Click Login.  
3. An OTP (one-time passcode) will be sent to your email.  
4. Copy the code, paste it into the field, and click Verify.  
Tip: Use Remember Me for quicker logins.

# 2️⃣ Explore Your Dashboard

Your personalized dashboard shows:  
- Upcoming Sessions  
- Client Progress  
- Key Alerts  
- Treatment Feedback Charts  
- Due Reports  
- Real-Time Data Visualizations  
  
Easily view dynamic assessment results: PHQ-9, GAD-7, IPF, GAS, and PCL-5 — helping you track trends, adapt care, and monitor progress.

# 3️⃣ Managing Clients

Create a Client Profile:  
1. Go to Client Management.  
2. Click Create.  
3. Enter the serial or claim number (optional), first name, and last name.  
4. Add a valid phone number and email address (critical for communications).  
5. Select a Treatment Target (e.g., Anxiety, Depression).  
6. Click Create — the client record is now set up!

# 4️⃣ Schedule Sessions

1. Click the client’s line to open scheduling.  
2. Choose the Treatment Type.  
3. Select the Session Format (online or in-person).  
4. Set the Intake Date and Time.  
5. Click Generate.  
6. Confirm details — your client automatically receives:  
 - Session Schedule  
 - Welcome Email  
 - Consent Form Link

# 5️⃣ Secure Client Consent

1. Client opens their email, clicks the link, reviews the consent form.  
2. They type their name and add their signature.  
3. Once submitted, it’s securely stored in MindBridge and visible under Consent Forms.

# 6️⃣ Deliver & Document Sessions

1. On the session day, click the session entry.  
2. Open Session Details and enter your Session Notes.  
 - Your password is required to save notes — ensuring confidentiality.  
3. Mark Show or No Show for attendance.  
4. Based on attendance, MindBridge automatically sends the appropriate assessments (e.g., PCL-5).

# 7️⃣ Client Assessments & Progress

Clients receive assessments by email (e.g., PHQ-9, PCL-5, Smart Goals).  
- They open the link, complete the form, and submit.  
- Data is securely returned to MindBridge for your review.  
- Results and scores appear in the client’s record and dashboards.  
- Use this data for treatment planning, progress notes, and discharge reports.

# 8️⃣ Update or Reschedule Sessions

If a client cancels:  
- Click Edit on the session.  
- Choose a new date and time.  
- Click Update — the session and tools adjust automatically.

# 9️⃣ Privacy & Security

MindBridge uses:  
- End-to-end encryption  
- Role-based access  
- AWS HealthLake AI integration  
Your data stays secure, compliant, and actionable.

# 🔟 Key Features at a Glance

✔️ Single Sign-On & OTP  
✔️ Automated Scheduling & No-Show Tracking  
✔️ Smart Assessments (PHQ-9, GAD-7, PCL-5, etc.)  
✔️ AI Insights for Data-Driven Care  
✔️ Emergency Support Protocols  
✔️ Client Collaboration on Goals  
✔️ Comprehensive Progress Reports

# Thank You

Thank you for choosing MindBridge — where secure technology, compassionate care, and better outcomes meet.  
  
Let’s build better outcomes together!