

# PROVIDER FAQs

## WHAT IS GREENSPACE?

Greenspace is a custom platform that provides Measurement-Based Care (MBC) by capturing high-quality data from clients throughout their therapeutic treatment to help inform clinical decision making, increase engagement, and improve outcomes. MBC describes the process of routinely using outcome measurements to guide treatment decisions.

## HOW DO I INTRODUCE MEASUREMENT-BASED CARE (MBC) TO CLIENTS?

Communicating the concept of MBC is an important part of introducing Greenspace to clients and will increase engagement and completion of assessments, making the platform more beneficial for both provider and client.

The three primary recommendations when introducing MBC to patients are ([click here to access client talking points](#)):

1. Explain what the measurement process is.
2. Explain the purpose of implementing an ongoing measurement process.
3. Explain how Greenspace works and how to get started.

## DOES GREENSPACE SIMPLIFY MY WORKFLOW?

Yes! Greenspace assists in automating assessment delivery by providing straightforward symptom graphs and 350+ evidence-based assessments all within an intuitive platform. This gives providers powerful insights to inform clinical decisions and discussions with clients.

## WHAT CAN I MONITOR THROUGH GREENSPACE?

Providers can monitor symptoms, functioning, quality of life, treatment satisfaction, therapeutic alliance, and more. Consistent data and insights enable you to better understand your client and their progress in care. By using custom assessment to monitor for changes specific to each client, providers can evaluate the effectiveness of treatment plans by tracking improvement or identifying when clients are off-track, so that care can be tailored to their exact needs.

## CAN CLIENTS SEE THEIR ASSESSMENT RESULTS?

Yes. Both providers and clients can access their results through their Greenspace accounts. This increases client engagement as process measurement has been demonstrated to have a much larger impact when results are displayed to both provider and client.

## DO MY CLIENTS HAVE TO SIGN UP FOR AN ACCOUNT TO PARTICIPATE?

No. You can complete an assessment with a new client without requiring the client to sign up for an account. If the client is interested in receiving assessments outside of their session and viewing their own results, they will need to sign up for an account. This can be done at any time and doesn't need to be done when they complete their first assessment.

## HOW DO CLIENTS COMPLETE ASSESSMENTS?

Assessments can be completed by clients in several ways. This flexibility allows you to use Greenspace in the way that best fits your practice and your clients. Assessments can be completed via email, SMS, or at your organization via a kiosk code. You can also choose to have assessments delivered to your clients automatically on a regular schedule, or on-demand when they arrive at their session.

## HOW DOES GREENSPACE ENSURE PRIVACY AND SECURITY ON THE PLATFORM?

Security of patient information and privacy is the foundation of the Greenspace platform. They take this responsibility seriously and have implemented significant measures to safeguard patients' personal health information that exceed industry standards and best practices. Greenspace is SOC 2 Type II compliant and conforms to digital and physical security protocols (including PIPEDA and PHIPA), with SSL-secured access, AES encryption at the filesystem level, and firewalls protecting all data. They take many additional precautions to protect privacy including requiring strong passwords, automatic logouts, automatic access logging, secured data backups, two factor authentication and restrictive data access procedures. All data and information is stored in Canada. To learn more, visit their [security page](#).

## CAN I SHARE CLIENT ASSESSMENTS AND PROGRESS EASILY WITH OTHER PROVIDERS WITHIN A CLIENT'S CIRCLE OF CARE?

Yes, you can share a client's profile with therapists from the *same* organization. Greenspace allows multiple providers to have access to a single patient's record. Using this feature, therapists can work collaboratively, with each provider having visibility into the patient's full record, including assessment results, progress notes and other key information.

## DOES GREENSPACE HAVE ACCESS TO CLIENT'S DATA?

Only clients and their care providers have access to client's personal health information and assessment results. Since each client is identified by a unique code rather than their name, it is not possible for a Greenspace administrator to ascertain the identities of patients.

*Note: Information from this document has been borrowed with permission from Greenspace.*

