

FAQ for Health PEI Employees

Frequently Asked Questions (FAQ) – Understanding MindBeacon's Guided iCBT for Health PEI employees.

MindBeacon is being offered to Health PEI employees.

What is MindBeacon and what is Therapist Guided iCBT?

MindBeacon is the national leader in digital and behavioral mental health. We deliver therapist assisted, internet-delivered cognitive behavioral therapy ("TAiCBT"), referred to as Guided iCBT. We use evidence-based protocols and customizable content throughout therapy based on the employees' individual needs.

Once an employee access's MindBeacon and creates an account, the employee takes a rigorous assessment, are onboarded, and assigned their own personal therapist (a real person who works directly with the employee) within 2 to 5 business days. The results are equivalent (and in many cases better) than in-person counselling, without the barriers of time of day or geography. Guided iCBT is backed by extensive research and generally regarded as the most effective therapy for common mental health conditions.

For more information about MindBeacon, or to register, please visit: <https://info.mindbeacon.com/access-mb/healthpei>

What mental health concerns does MindBeacon treat?

- Depression
- Generalized anxiety disorder (GAD)
- Social anxiety disorder (SAD)
- Alcohol
- Panic
- PTSD (trauma & adjustment related)
- Insomnia
- Pain
- Health anxiety disorder
- Stress Management
- Chronic Illness and Pain
- OCD
- Grief and Loss

Employees must be 16 years of age or older, are comfortable reading English and/or French and have access to a computer and internet.

What mental health concerns are not treated by MindBeacon's Guided iCBT?

The following areas of concern are not appropriate for MindBeacon:

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- Actively experiencing psychosis
- Actively suicidal, in crisis or self-harming
- Actively experiencing mania or hypomania
- High intake of alcohol or drugs
- Primary issue for which we do not have a protocol (eating issues, grief, relationship issues)

Being that MindBeacon is a digital mental health company, we are not a crisis centre. However, all employees have access to Kids Help Phone (for ages 16+) text services 24/7.

Why should an employee access MindBeacon's Guided iCBT rather than other mental health services that may be available?

For the most common mood and anxiety concerns, Guided iCBT is as effective as face-to-face therapy in studies conducted around the world for more than a decade. With MindBeacon, employees receive personalized treatment with their own therapist, and they don't have to wait for an in-person therapist to become available. Completing Guided iCBT allows the employees to engage with therapy anytime, anywhere they are comfortable. No appointments necessary.

Who are the MindBeacon therapists?

All MindBeacon therapists are trained, qualified, and experienced in providing Guided iCBT for a range of concerns. MindBeacon therapists are registered social workers, psychologists or psychotherapists and must be licensed to practice in the province the employee lives in.

As the therapy is done digitally, what is the relationship between the employee and the therapist?

All communication is done through asynchronous messaging. Therapist will check in with the employees on a regular basis to ensure their progress. Messages between employees and their therapist are displayed and stored in the message centre on the MindBeacon platform to ensure data security and privacy, and the employees will receive an email notification every time a new message from their therapist is sent. Therapists will reply to their message within 1-2 business days, sometimes sooner.

Employees may send as many messages to their therapist as often as they wish.

What happens after the 12 weeks of therapy?

Following the 12 weeks of active therapy completed with the guidance of the therapist, the employees will be able to access their MindBeacon resources used over the course of their therapy including all their readings, worksheets and messaging history for the balance of a full year from when they started.

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What does a Guided ICBT treatment plan look like?

ICBT consists of readings and activities that are tailored to the issues that the employee is experiencing and that they complete independently, but with support from their therapist through the messaging function. Activities typically come in the form of easy-to-complete worksheets - one example would be a thought record, which prompts the employees to journal problematic thoughts and feelings at certain points in their day to help them build awareness of when, where, and how they arise.

Other areas that may be of interest:

Consents

Employees invited to this program will be expected to review the MindBeacon Privacy Statement and Terms of Use statement and will have to complete three consents as part of the onboarding process:

1. Consent to create an account.
2. Consent to non-diagnostic Assessment
3. Consent to treatment Course

Consents are based on industry standard best practices and are based on relevant privacy and security legislation. If you or an employee has any questions regarding our consents, you can contact the MindBeacon Information and Privacy Officer at informationofficer@mindMindBeacon.com.

Please note, employees must sign off on all consents to move forward.

Consents are part of any type of mental health or medical treatment.

Key Contact:

For MindBeacon support, employees can email employees care at: help@mindbeacon.com