

CENTRE FOR INTERPERSONAL RELATIONSHIPS

PSYCHOLOGISTS · PSYCHOTHERAPISTS · COUNSELLORS

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It's time to **connect**
with you even
more



ClientConnect is the **new client portal** for Penelope case management software that empowers you even more to participate in your care.

powered by
Athena Software

CFIR IS
TRANSITIONING
TO THE NEW
CLIENTCONNECT
PORTAL

JANUARY
31
2022

IN SHORT

What You Need To Know...

WHAT?

New efficient software ClientConnect to help you communicate with your therapist, booking appointments, payments

WHY?

Because ClientConnect is a safe one-stop technological tool to fulfill all of your needs related to services with your therapist!

WHEN?

JANUARY 31, 2022

What Does It Mean For You?

User-friendly tool to ensure more timely, efficient communications with your therapist and CFIR administration

You'll have safe access from anywhere, any device, at any convenient moment for you!

We will send easy step-by-step/need to know basis communications to make this an easy transition for you

If you are interested in reading more details, please read below.

WHAT ARE CLIENTCONNECT AND PENELOPE?

CLIENTCONNECT is part of the Penelope software. It is a customer portal that allows you to book and manage appointments, pay online or check your account balance, and keep your profile and information up to date. It also allows you to receive documents, complete and sign forms, and engage in discussions with your therapist and administration.

PENELOPE is a Canadian, powerful, secure and centralized case management solution that will help transform the way we engage, and ensure quality services. Penelope is trusted by governments, health networks, military and police services, universities, school boards, and hundreds of multi-service agencies around the world.

WHY ARE CFIR & MY THERAPIS T MOVING TO CLIENT CONNECT?

We strongly believe that you and your therapist deserve the best tools! ClientConnect will centralize and simplify our communications with you (sending emails, manage bookings, processing payments, etc.). The experience will be simpler and more efficient because everything is available in only one tool.

WHAT ARE THE BENEFITS FOR YOU?

We are very excited about the extensive list of benefits!

Easy and flexible tool

The ClientConnect portal will centralize and standardize all information related to the services you receive. You will have access to your account balance, your account statement and be able to update your profile information.

But above all, you'll have a safe access from anywhere, any device, at any convenient moment for you!

Safe and confidential tool

Perhaps one of the most important benefit is that all interactions will be evolving behind an encrypted interface. Our priority is to maintain your privacy and confidentiality at all times and everywhere. Only your therapist has access to your confidential information. For example, no one has access to your confidential records except for your therapist. If you are seeing both an individual and couple therapist at CFIR, your individual and couple therapist will not be able to access each other's records. Our administration and finance team will also not be able to access your confidential records. Ever!

HOW SECURE IS IT?

The security features of ClientConnect include:

- 2-step login for all users, including access to ClientConnect portal
- Security questions for CFIR therapists and staff at login
This tool ensures that information (e.g., notes, reports, assessment results) remains confidential, is not viewed, acquired, or otherwise accessed by anyone except in response to a specific authorized request by you and within the context of the limits to confidentiality and privacy legislation.
- Data stored in Penelope databases on Athena's Canadian servers are securely encrypted using industry best practices around the globe. Here are some of the different certifications: CSA Cloud Security Alliance Controls, ISO 9001, PCI DSS Level 1, SOC 1, SOC 2, SOC 3, ISO 27001, ISO 27017, ISO 27018, NIST, HIPAA, PIPEDA, IRAP, G-Cloud, EU/US Privacy Shield, Cyber Essentials Plus, CISPE.

HOW WILL THIS HAPPEN?

1. We will ask each individual to confirm & provide their own email address.

ClientConnect requires that every individual has a separate profile along with their own email address (even if you are coming as a couple). Soon we will ask you to confirm your individual email with our Administration team.

3. ClientConnect will replace SuperSaas – which will be no longer available by January 31, 2022.

More details will be available on your therapist's online scheduler.

2. We will send you a user guide. Prior to the go-live you will receive a detailed guide. The document will contain indications on where and how to access your ClientConnect portal, guide you through the different sections, show you how to find and book your appointments, pay your invoices, how to use the teletherapy software, etc.

4. You will get reminders. ClientConnect will send you confirmations and reminders about your appointments.

WHAT IF SOMETHING GOES WRONG?

We are confident in the meticulous work of the transition teams and their stepped approach. Prior to launch, we will do several functional testings to ensure that the quality of your services are maintained – and improved! CFIR support staff will be available to help you should you have difficulties.

QUESTIONS OR CONCERNS ABOUT THIS TRANSITION?

Please feel free to connect with your therapist to address any questions you may have.