**PennCOBALT FAQs**

**why should I access Cobalt?**
Cobalt provides targeted content, and group and individual support for the behavioral health and wellness of the Penn Medicine workforce. Through the use of evidence-based assessments, Cobalt connects individuals to the appropriate resources and level of care, whether that be a coach and a podcast, or a psychiatrist and group mindfulness sessions.

**how do I access Cobalt?**
You can log on to penncobalt.com using your UPHS sign-on or by entering anonymously. Cobalt is also available through the PennMedicineTogether website and various team communications.

**is my information confidential?**
Yes. Cobalt takes privacy extremely seriously, and adheres to Penn’s privacy policy. No one has access to a user’s data with the exception of those who are directly involved in the support or clinical care of the user (e.g., coach, clinician, psychiatrist). There is absolutely no employment related usage of Cobalt data, with the exception of instances where a user’s personal safety or the safety of others is at risk.

**is Cobalt HIPAA compliant?**
Yes. Cobalt is built on a HIPAA-compliant platform and has very strict privacy requirements. Once a user reserves a seat in a group session or makes an appointment for individual support, Cobalt sends an email to the participant, provider(s), and program organizers. However, this email does not include any personal health information (PHI) since email is never 100% secure.

**if I am scheduled to see a clinician, what information will they receive about me?**
A Clinician is able to see the name and contact information of a user who is scheduled for a virtual appointment with that particular clinician. Data from a user’s evidence-based symptom assessments will be available to the clinician prior to the appointment. A BlueJeans link will be emailed to both the user and clinician to facilitate the virtual visit.

**how is data from Cobalt going to be used?**
Cobalt gathers aggregate data on which resources are most popular, including content, group sessions, and individual support. This allows Cobalt to increase access to these and similar resources. In the future, Cobalt may pursue research on what resources are most effective, but we will notify all users and ask for consent before pursuing these or any other studies.
what enhancements are in Cobalt’s future?
In the near future, Cobalt plans to build out support for providers, including a dashboard to track scheduling, engagement and outcomes. It will also build out more targeted evidence-based assessments to understand other behavioral health needs, such as substance use, insomnia, and resilience. Data analytics and AI will be leveraged in order to improve the accuracy of the platform. And community forums will be built to facilitate the exchange of information between users.

how does Cobalt respond to crises?
Cobalt is not a crisis response platform. For this reason, it offers direction to the appropriate 24/7 crisis resources, such as 911 and the National Suicide Prevention Line. In addition, if a user endorses thoughts of self-harm, an email alert is sent to clinicians for timely and appropriate follow-up.