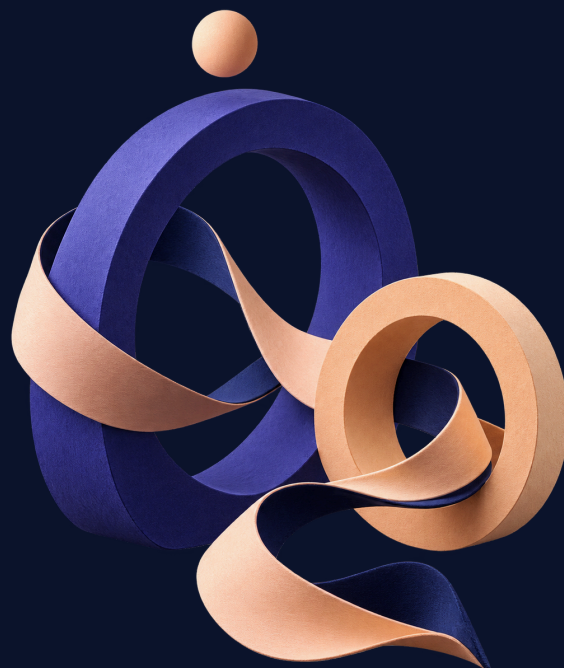


Support between sessions.

A thoughtful software companion. A clear connection to the clinician who leads care.

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- 03 Privacy overview
- 04 Security and safety
- 05 The practice offer
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A conversation worth having with your practice.

Keep care connected.

Life continues between appointments. Moonbridge gives patients a place to reflect, work with agreed goals, and bring selected moments back to their clinician.

01 For the patient

A software companion for reflection and support between sessions. Patients choose what exact words to save for their next session and can raise a concern with their clinician.

02 For the clinician

Review shared items and AI observations, draft notes and plans with AI, and approve the plan that guides support. Pause companion conversation when appropriate to the patient's care.

03 For the practice

Invite your team, manage patient companion licenses, and decide how the service fits your workflow. Staff and practice-portal access are free.

One connected care loop

01

Agree on goals

02

Reflect between
sessions

03

Choose what to
bring back

04

Review together

The clinician leads care.

The companion is AI, not a human or a licensed professional. It supports clinician-led care; it does not replace therapy or provide emergency care. Clinical decisions and treatment-plan approval stay with the clinician.

A moment to bring back.

Start with something real from the week. Choose the words you want to bring into your next session.

01 Begin with your practice

Your practice invites you, confirms eligibility, and explains the companion agreement, sharing, and support arrangements before use.

02 Make space to reflect

Use the software companion to put a moment into words or reflect on a goal you and your clinician have agreed on.

03 Preview your Save

Choose Save for session on a message. Review the recipient, selected words, and any context you add. Confirm only when the preview says what you want to share.

04 Bring it into care

Your clinician can review the saved item. You can clarify your account or ask to correct a shared item through the practice.

A FICTIONAL FIRST-USE EXAMPLE

I put off a difficult conversation. I want to talk about what made it hard.

A patient could save these words for the next session. The surrounding conversation is not automatically attached.

Illustrative wording, not a product screenshot or a clinical recommendation.



Need to change course?

Message your clinician to request companion access removal, or close your account in the app. No setting turns the companion off, and you can simply stop using it. Raising a concern does not promise an immediate response.

Not read by your clinician. Clear sharing paths.

Your clinician does not read your chats. An AI review of your conversations, including unsaved messages, prepares short observations for your care team, never your words.

You choose the words

Save for session

Your confirmed message and approved context go to the recipients shown in the preview. Saving does not open the rest of the conversation.

A separate safety path

Urgent safety

Only a tier 1 safety flag, danger now, shows your care team the flagged message with up to five messages before it and two after it. No other flag reaches them. It is not continuous human monitoring or emergency care.

A separate nonurgent path

A concern for review

When you report a concern, the review reason and permitted supporting context go to your clinician, and a notification is queued. Delivery may fail. This does not open the conversation or promise immediate review.

Part of the companion agreement

Clinical observations

A separate AI reviews your conversations, including unsaved messages, and prepares observations for the clinicians and supervisors named in your agreement. They are for review, not a diagnosis. Save is not the control for it.

Yours alone

Your journal and private notes

No one at your practice and no AI reads them, and they raise no flag. You can seal them on your device with a passcode, which cannot be recovered.

Choice continues after you start.

Stop using the companion at any time, message your clinician to request access removal, or close your account in the app. Contact the practice for records or corrections. Stopping does not retrieve information already received or erase retained clinical records.

This overview summarizes the sharing experience. It is not the privacy policy, consent, or a replacement for your practice's explanation.

Trust needs answers.

Review how access is controlled, what information is shared, and who is responsible for follow-up before introducing Moonbridge to patients.

01 Protected sign-in

Passkeys and verified second-factor sign-in support account protection. Staff use individual accounts with permissions tied to their roles.

02 Care-based access

Clinical access follows authorized care relationships. No staff member can open companion conversations, whatever their license or role.

03 Recorded decisions

Sharing, corrections, and plan approvals retain a record of what was accepted and by whom. Corrections link to prior versions rather than silently rewriting signed history.

04 Clinician control

The clinician reviews concerns and approves clinical plans. A clinical pause can stop companion conversation without waiting for an urgent safety flag.

Agree on the practical details

Review hosting and encryption, service-provider terms, retention, records access, and your practice's responsible clinician and coverage arrangements. The security review should match the service you will actually use.

Know where to turn for urgent help.

Moonbridge is not continuously monitored. Do not wait for an app reply in an emergency. In the U.S., call or text 988 for crisis support; call 911 for immediate danger.

This overview describes the service controls. It is not a security certification or a guarantee that every risk can be prevented.

Room to explore.

Explore the companion before choosing paid capacity.

60**days FREE**

Unlimited trial companion licenses

\$20**per companion license / month**

USD · after the trial

01 One patient at a time

Assign each reusable companion license to one eligible patient. Remove the assignment to return that license to your practice's available pool.

02 Your team is included

Staff and practice-portal access are free. Creating an account does not purchase companion access.

03 Choose your paid capacity

The practice confirms the paid quantity and start. Additional paid licenses are self-service for approved practices.

A license can move. Patient records do not.

01

Available license

02

Assigned to a patient

03

Returned to the pool

Assignment and billing are separate.

A retained paid license stays billable while unassigned. Additions take effect immediately with prorated charges; reductions take effect at renewal with no mid-period refund. Review the amount and timing before confirming.

Trial access remains subject to consent, eligibility, and safety requirements. No automatic purchase of all trial licenses. Applicable taxes and final order terms are reviewed separately.

Start with your practice.

Start with a scheduled walkthrough using fictional patient data. Review both sides of the experience and plan a responsible introduction.

01 Walk through both sides

See the patient sharing preview and the clinician's review process. Ask which features are available for your practice and how they were evaluated.

02 Set expectations together

Name the responsible clinician, agree on review and coverage arrangements, and explain where patients should turn for urgent help.

03 Review the documents

Check the current service terms, privacy information, companion agreement, and records arrangements before inviting patients.

04 Choose a careful introduction

The practice confirms eligibility and offers the companion as a choice. Discuss what is useful, what feels unclear, and whether to continue after the trial.

Three useful questions for a walkthrough

- Can a patient explain what their clinician will receive?
- Can a clinician inspect, question, and correct shared information?
- Who follows up, and what happens when they are unavailable?

Let's start with a conversation.

Scan to reach the practice inquiry, or email us to arrange a walkthrough. Please keep patient information out of the inquiry.



[Arrange a practice walkthrough](#)

info@moonbridge.ai

moonbridge.ai



On iPhone, get the Moonbridge app.

[Get it on the App Store](#)

Support you can stand behind.

Give patients somewhere to turn between sessions, with support connected to your care plan and clear expectations around your role.

01 Your care plan leads

Choose suitable patients, approve the care plan, and pause access when needed. The companion supports the direction you set.

02 Safety resources built in

Safety screening, urgent practice alerts, safety-plan access, and 988/911 resources give patients routes to human help during difficult moments.

03 Clear expectations from day one

Explain what patients can expect, when your team reviews concerns, and how to get urgent help. Software availability does not mean you are on call around the clock.

04 Useful moments for the next session

Patients choose words to save for their clinician. Bring those moments into your next conversation, with a clear starting point for what matters to them.

A practical reason to say yes

- Support the goals you and your patients already work on together.
- Give patients safety resources and a clear connection back to care.
- Start with suitable patients and expand when the fit is right.

See how it fits your practice.

Walk through the patient experience, safety resources, and review workflow with us. Explore the 60-day free trial at moonbridge.ai.

Not emergency care or continuous monitoring. In the U.S., call or text 988 for crisis support; call 911 for immediate danger. General information, not legal advice or a liability guarantee. Sources: moonbridge.ai/citations.