

Accessible Mental Health Support Through Telemedicine

Visit and Problem Identification

Conduct a Group Visit

The work of the team included site visits to the following sites:

- Local Market: Examined how individuals cope with stress in a noisy environment.
- Food Stalls and Road Side Small Hotels: Familiarized with both vendors and customers to learn their mental health perceptions and problems.
- Village Fair: Spoke with members of the community in a more relaxed environment and explored the problem in question from the community's perspective.

Identify and Document Problems

We noted the following:

- Accessibility:
 - Geographical Barriers: Mental health facilities are often situated in urban areas and neglected rural distances people have to travel in order to seek care.
 - Digital Divide: In some places, the availability of mobile phones and a steady internet connection is low which impacts the utilization of telemedicine services.

- Affordability:
 - High Costs: Mental health care is priced considering the social standards of the individuals suffering from its disorders which is why those people on the lower bracket of the social structure find it difficult to access appropriate care.
 - Insurance Limitations: Most mental health insurance encompasses general treatments but does not adequately cover treatment.
- Convenience:
 - Availability of Appointment Scheduling: Helping individuals who seek for mental health assistance may be inconvenient and longer due to waiting time and complex scheduling.
 - Travel Time: Travelling for appointments can be not only tiresome but also problematic for people who have challenges in movement.
- General health:
 - Arrangements will prove difficult to patients with careful time schedules but very serious plans. This Increase Stress: Scientific theories suggest and practical observations support that when clients face the challenge of not getting mental health assistance when due then deficits in mental care cannot be avoided hence stress.

Analysis and Selection

Analysis of Identified Problems

We developed the evaluation criteria based on:

- Commonness:
 - Accessibility: Accessible to a large number of people on a constant basis.
 - Affordability: Quite a prevalent problem for people belonging to lower income groups.
 - Frequency of outer appearance problems
- Pain:

- Accessibility and Affordability: Apprehending them is of utmost concern as these even determine the ability to seek help and hence sustain the mental health.
- Covering the holistic need on an individual as well as community level.

Selection of Problems

The problems of Accessibility and Affordability were the main concentration because:

- Accessibility: Assists people from low or remote areas get in touch with health professionals in order to overcome barriers to great health.
- Affordability: Improving affordability of mental health services with no financial burden on the patients, more patients deepen more mental health treatment available

Solution Design

Design for the Product/Process/Service

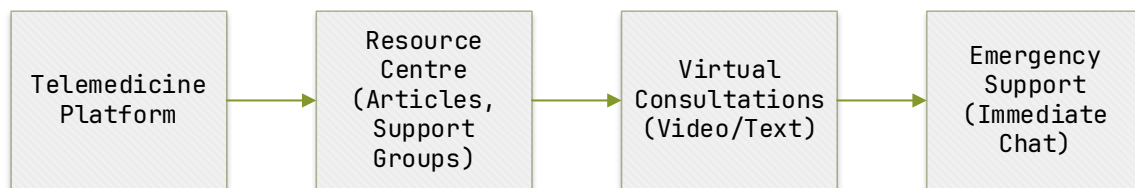
Telemedicine Platform for Mental Health Support:

- Technical Specifications:
 - Platform: A web-based and mobile application will be created for cross-platform use.
 - Features:
 - Virtual Consultations: A secure video/text chat option with mental health professionals and any other health practitioners will also be provided.
 - Scheduled Sessions: Easy to use and manage the app for booking people's appointments.
 - Resource Centre: Extensive collection of articles, support groups for mental health and other resources pertaining to mental illnesses.
 - Emergency Support: There will be an option of live chat, which can be used to assist patients with urgent mental issues.
 - Multilingual Support: As there will raise the need to reach out to many different populations and improve online platforms.
- Potential Impact:

- Improved Access: This develops minds of users that they can obtain mental health support from anywhere in the world thus limiting the geographical limitations.
- Cost Reduction: Lower costs associated with the running of the facilities by the service providers can in turn bring down the costs per service making the services more affordable even to the low-income class.

Concept Sketch

Here is a flowchart of the conceptual design:



Report Presentation

Overall Report Presentation

The format of the report will be:

- Introduction: Description of current situations in mental health support and reasons that justify the need to present solutions accordingly.
- Methodology: Crisp explanation of field visits, observations and identification of a problem process.
- Findings: Extensive coverage of the issues faced and their consequences.
- Conclusion: Brief account of the contemplated problems, their suggested solutions, and how they maybe suggested in providing better mental health support.

Writing Quality

The report will focus on writing when and how readers or listeners should be encouraged to take action. Issues related to the mechanics e.g. grammar punctuation and formatting of the report how the report should be presented will be in great detail. There shall be no omissions in the proper citing of sources and all guidelines of the academic writing will be adhered to.