

☒ MVP Specification – Simple BetterHelp-Style Platform (App Only)

☒ 1. Overview

This document describes the MVP requirements for a simplified mental-health counseling app inspired by BetterHelp. The app connects users with licensed therapists for video, audio, or messaging sessions.

☒ 2. User Flow (Client)

2.1 Sign Up

- Create account using email/password or phone/OTP.
- Fill out basic profile information.

2.2 Questionnaire

- User completes mental-health questions.
- Answers are **sent directly to the therapist**.
- Not used for algorithmic matching in the MVP.

2.3 Therapist List

After completing the questionnaire, user sees:

- Therapist profiles
- Specialty
- Language
- Price
- Availability
- Experience & bio

User selects a therapist manually.

2.4 Free First Session

- First 30-minute session is free.
- Applies to video, audio, or messaging session.
- Chat is free only for scheduling (unless changed later).

2.5 Scheduling

- User selects a time from the therapist's availability.
- Therapist receives a request → can **Accept** or **Reschedule**.
- User receives a confirmation notification.

2.6 Paid Sessions

After the free session, user must choose:

- Per-session payments
- Weekly subscription
- Monthly subscription

The app shows:

- Pricing
- What the plan includes
- Renewal dates

2.7 Notifications

- Session reminders (24h, 1h, 10m)
- Therapist reschedules
- Payment confirmation
- Subscription renewal
- New messages

☒ 3. Therapist Flow

3.1 Onboarding

- Create account
- Upload license/verification documents
- Admin approval

3.2 Therapist Dashboard

Therapists can:

- View client list
- Read questionnaire answers
- Set their weekly schedule
- Accept/reschedule sessions
- Message clients
- Start video/audio sessions
- View monthly payout summaries

3.3 Rescheduling

- Therapist proposes a new time
- User accepts → session updated

3.4 Messaging

- Therapist and user can exchange text messages
- Voice notes or file attachments optional depending on MVP scope

☒ 4. Session Types

4.1 Video Sessions

- Conducted via built-in WebRTC or SDK integration
- 30–60 minutes

4.2 Audio Sessions

- Same flow as video
- Audio-only

4.3 Messaging Sessions

Possible models:

- **Option A (MVP):** Chat free only for scheduling & communication
- **Option B:** Chat as part of paid subscription
- **Option C:** Time-limited chat sessions

☒ 5. Payment Model

5.1 Payment Options

- Pay per session
- Weekly subscription
- Monthly subscription

5.2 Money Flow

- User pays through the app
- Platform **holds the funds**
- Monthly payout to therapists
- Platform may take a commission

5.3 Required Payment Features

- Payment receipts
 - Session history
 - Subscription tracking
 - (Optional) Refund rules
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⊗ 6. Scheduling System

6.1 Therapist Availability

- Therapist defines a weekly calendar
- Adjust availability anytime
- Block specific days/times

6.2 Booking Workflow

1. User selects therapist
 2. User picks available slot
 3. Therapist approves/reschedules
 4. User confirms
 5. Session added to both calendars
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⊗ 7. Notifications

Types of notifications:

- Session reminders
- Session rescheduled
- Payment success
- Subscription renewal
- New message

Delivered via:

- Push notifications (primary)
 - Email (optional)
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⊗ 8. Core Modules

- Authentication
- Questionnaire
- Therapist Directory
- Scheduling System
- Session Module (video/audio/chat)
- Payment System
- Notification System
- Admin panel only for the super admin
 - Therapist approval
 - Payout reports