# Mental Health Online Counseling System

(By Team Future billionaires)

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## A. Project Summary

Our system is an innovative online counseling service system designed to provide you with professional and convenient mental health support from the comfort of your own space. Our platform connects individuals with licensed therapists, counselors, and mental health professionals through secure and confidential virtual sessions. This system aims to improve the flexibility and convenience of connecting with licensed therapists from the comfort of your home while protecting your private information.

## B. Introduction

Mental health is paramount for overall well-being, influencing how we think, feel, and behave in our daily lives. It impacts our relationships, work performance, and ability to cope with challenges. However, seeking support for mental health concerns can be daunting due to various barriers such as stigma, accessibility, and time constraints. Our system addresses these challenges by providing a convenient and accessible platform for individuals to connect with licensed therapists and mental health professionals. By offering virtual sessions from the comfort of one's own space, we lessen the burden of traditional in-person counseling, eliminating the need for travel and minimizing time constraints. This convenience empowers users to prioritize their mental health without sacrificing their busy schedules.Moreover, our system promotes confidentiality and privacy, creating a safe space for individuals to seek help without fear of judgment or stigma. By removing these barriers, we strive to encourage more people to proactively address their mental health needs, ultimately leading to improved well-being and resilience. In essence, our system lessens the burden on users by providing a supportive and accessible platform for mental health care, thereby facilitating a healthier and happier society..

## Functions & Benefits of the Proposed System:

1. Virtual Counseling Sessions:

   - Function: Connecting with licensed therapists and counselors through secure virtual sessions.

   - Benefits: Convenient access to professional mental health support from anywhere with an internet connection.

2. 24/7 Accessibility:

   - Function: Accessing the platform at any time, providing flexibility for users.

- Benefits: Immediate support and assistance, breaking down time barriers to mental health care.

3. User-Friendly Interface:

   - Function: Develop an intuitive platform for a seamless user experience.

   - Benefits: Enhances satisfaction by making the counseling process easy and enjoyable.

4. Diverse Professional Options:

   - Function: Providing a range of licensed therapists with diverse specializations.

   - Benefits: Users can choose a professional that aligns with their specific needs and preferences, promoting personalized care.

5. Privacy & Security Measures:

   - Function: Employing state-of-the-art encryption and security to ensure confidentiality.

   - Benefits: Builds trust by prioritizing and safeguarding users' personal information and conversations.

6. Affordable Pricing Plans:

   - Function: Offering transparent and affordable pricing, potentially covered by insurance.

   - Benefits: Increases accessibility to quality mental health care by removing financial barriers

## a) Objectives

Here are some objectives that our system aim to fulfill:

1. Accessibility: Ensure that individuals from diverse backgrounds and geographical locations can easily access the platform.

2. User-Friendly Interface: Create an intuitive and user-friendly interface for seamless navigation and interaction with the system.

3. Security and Confidentiality: Implement robust security measures to safeguard user data and ensure confidentiality during virtual sessions.

4. Quality of Service: Gives users the choice of partnering with licensed therapists and mental health professionals who provide evidence-based treatments.

5 Affordability: Strive to make mental health care accessible to individuals of varying financial means by offering flexible pricing options or financial assistance programs. .

6. Feedback Mechanism: Establish a feedback mechanism to gather user input and continuously improve the platform's functionality and services.

## b) Features

Here are the features of our system:

1.Secure Messaging: A secure messaging platform that allows users to communicate with their therapists between sessions, ask questions, and share updates on their progress.

2.Video Sessions: Virtual video sessions that enable face-to-face interactions between users and their therapists, providing a more personalized and immersive counseling experience.

3.Appointment Scheduling: An intuitive scheduling system that allows users to book appointments with licensed therapists at their convenience, with options for recurring sessions and reminders.

4.Therapist Matching: A feature that matches users with licensed therapists based on their preferences, such as specialty areas, treatment approaches, and language proficiency. You can also choose your desired therapist according to their profiles.

5.Feedback and Reviews: A feedback mechanism for users to provide ratings and reviews of their therapy experiences, helping to maintain quality standards and improve service delivery.

6.Secure Payment Processing: Integration with secure payment gateways to facilitate seamless and encrypted transactions for session fees and subscription plans.

7.Insurance Verification: Assistance with insurance verification and processing for users with mental health coverage, streamlining the reimbursement process and reducing out-of-pocket expenses.

# c) Implementation Plan

Here's a general outline of implementation plans:

1. Market Research and Analysis: Conduct thorough market research to identify target demographics, understand user needs and preferences, and assess competitor offerings. Use this information to refine your platform's features and positioning.

2. Platform Development: Collaborate with software developers and designers to build the online counseling platform, focusing on user-friendly interface design, robust security features, and seamless functionality. Consider utilizing agile development methodologies to iteratively develop and test the platform.

3. Recruitment and Credentialing: Recruit licensed therapists and mental health professionals to join your platform, conducting thorough background checks and credential verification to ensure quality of care and compliance with licensing requirements.

4. Training and Onboarding: Provide comprehensive training and onboarding programs for therapists and staff members to familiarize them with the platform's features, security protocols, and best practices for delivering online counseling services.

5. Feedback and Iteration: Establish mechanisms for gathering user feedback and insights, such as surveys, user reviews, and analytics tracking. Use this feedback to identify areas for improvement and iterate on the platform's features and services to better meet user needs.

6. Quality Assurance and Monitoring: Implement quality assurance processes to monitor the delivery of counseling services, ensuring adherence to best practices, ethical guidelines, and user satisfaction. Continuously monitor platform performance, security, and uptime to address any issues promptly.
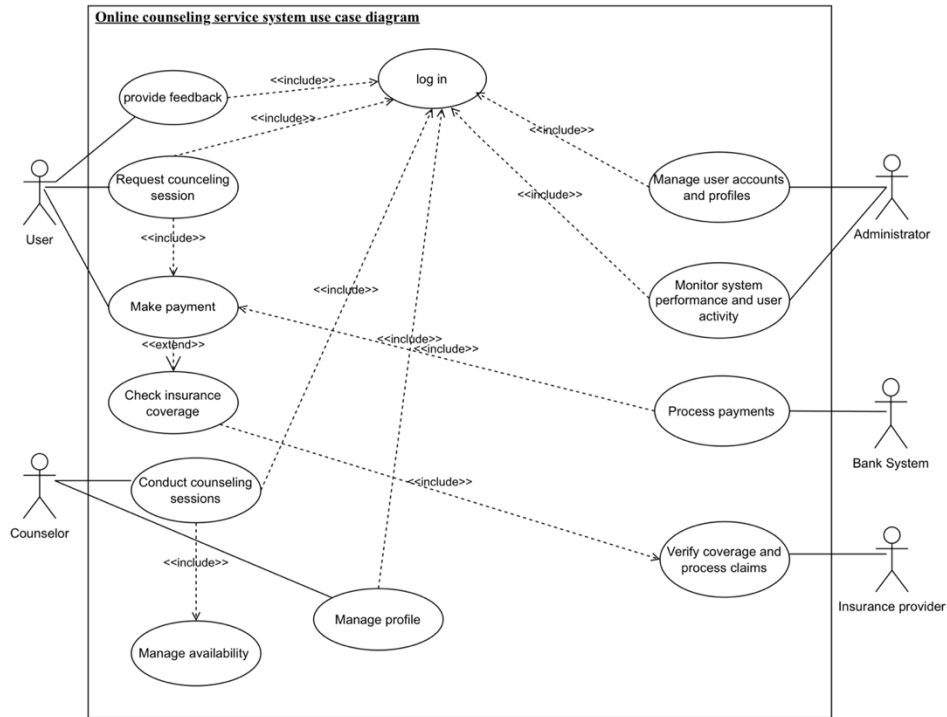
# c.Proposed System

## A. Use case diagram



Figure 1. <<Online Counseling service system use case diagram>>

Table 1. Actors

| No. | Actor | Descriptions |
|-----|-------|--------------|
| 1. | User | Users are individuals seeking mental health support and counseling services through the online platform. They interact with the system to schedule sessions, communicate with counselors, provide feedback, and make payments for services rendered. |
| 2. | Counselor | Counselors are licensed mental health professionals who provide counseling and therapy services to users through the online platform. They conduct counseling sessions, manage their availability, update their profiles, and interact with users to provide support and guidance. |
| 3. | Administrator | Administrators are responsible for managing the overall operation and functionality of the online counseling system. They oversee user accounts and profiles, handle system configurations and |

| | | updates, monitor system performance and user activity, and address any technical issues or concerns that may arise. |
|---|---|---|
| 4. | Bank System | The bank system is an external actor that facilitates payment processing for counseling services provided through the online platform. It handles transactions, verifies payment information, and ensures secure and efficient payment processing between users and the platform. |
| 5. | Insurance Provider | The insurance provider is another external actor involved in the online counseling system, particularly for users who have insurance coverage for mental health services. The insurance provider verifies coverage, processes claims, and coordinates payments with the platform to reduce out-of-pocket expenses for users. |

Table 2. Use cases

| No. | Actor | Descriptions |
|---|---|---|
| 1. | Log in | This use case involves a user logging into the online counseling system using their credentials. It allows users to access their account and the features of the platform, such as scheduling sessions and accessing resources. |
| 2. | Provide Feedback | Users provide feedback or ratings about their counseling sessions or counselors. This information helps improve the quality of services and provides valuable insights for both users and counselors to enhance their experience. |
| 3. | Request Counseling Sessions | Users request counseling sessions through the system. They select a preferred counselor and appointment time based on availability. This use case facilitates the scheduling process and ensures users can access timely support. |
| 4. | Check insurance coverage | Users verify their insurance coverage through the system. This use case allows users to determine if their insurance plan covers counseling services, streamlining the payment process and reducing out-of-pocket expenses. |
| 5. | Process payments | Users make payments for counseling sessions through the system. This use case involves processing payments securely and efficiently, |

| | | ensuring users can access the services they need without delays or complications. |
|---|---|---|
| 6. | Conduct Counseling Sessions | Counselors conduct counseling sessions with users who have scheduled appointments. This use case involves facilitating virtual sessions through video or text communication, providing support and guidance to users in need. |
| 7. | Manage availability | Counselors manage their availability through the system. They view their current schedule, edit availability, and set available slots for users to schedule sessions. This use case ensures counselors can effectively manage their workload and accommodate user needs. |
| 8. | Manage profile | Counselors manage their profiles on the platform. They view and update profile information, such as qualifications, specialties, and availability. This use case ensures accurate and up-to-date information for users to make informed decisions when selecting a counselor. |
| 9. | Manage user account and profiles | Administrators manage user accounts and profiles within the system. This use case involves creating new accounts, updating user information, and ensuring compliance with privacy regulations. It ensures smooth user experiences and accurate record-keeping. |
| 10. | Monitor System performance and user activity | Administrators monitor system performance and user activity to ensure smooth operation and user satisfaction. This use case involves tracking system metrics, identifying issues, and performing maintenance tasks as needed to optimize performance and reliability. |
| 11. | Make payment | Users make payments for counseling sessions, processed securely through the bank system. The system interacts with the Bank System to facilitate secure payment transactions, ensuring confidentiality and reliability. |
| 12. | Verify coverage and process claims | When users verify insurance coverage for counseling services and submit claims for reimbursement to the insurance provider the system interacts with the Insurance Provider to verify coverage details and facilitate the claims process, ensuring users receive appropriate insurance benefits. |

# Use case scenarios

1. Login:

Actor: User

Goal/Objective: To log into the system.

Precondition: The user has access to the online counseling service system and a valid account.

Postcondition: The user successfully logs in.

2. Provide Feedback:

Actor: User

Goal/Objective: To provide feedback about counseling sessions or counsellors. Precondition: The user has participated in a counseling session.

Postcondition: The user submits feedback or ratings.

3. Request counseling session:

Actor: User

Goal/Objective: To request a counseling session.

Precondition: The user is logged in and wants to schedule a session.

Postcondition: The user selects an available counsellor and appointment time.

4.Check insurance coverage:

Actor: User

Goal/Objective: To verify insurance coverage.

Precondition: The user is logged in and wants to check insurance eligibility.

Postcondition: The system verifies coverage and processes claims.

5.Process payments:

Actor: User

Goal/Objective: To make payments for counseling sessions.

Precondition: The user has scheduled a session.

Postcondition: The payment is processed by the bank system.

6.Conduct counseling sessions:

Actor: Counsellor

Goal/Objective: To conduct counseling sessions with patients. Precondition: A user has scheduled a session.

Postcondition: The counseling session takes place.

7. Manage Availability:

Actor: Counsellor

Goal/Objective: To manage availability.

Precondition: The counsellor is logged in.

Postcondition: The counsellor views current availability, edits availability, and sets available slots.

8. Manage Profile:

Actor: Counsellor

Goal/Objective: To manage the counsellor's profile.

Precondition: The counsellor is logged in.

Postcondition: The counsellor views profile info, edits the profile, and saves changes.

9. Manage User Account and Profiles:

Actor: Administrator

Goal/Objective: To manage user accounts and profiles.

Precondition: The user is registered with the system.

Postcondition: User information is updated as needed.

10. Monitor System Performance and User Activity:

Actor: Administrator

Goal/Objective: To monitor system performance and user activity.

Precondition: The system is operational.

Postcondition: The system maintains performance and performs maintenance tasks if necessary.

11. Make Payment:

Actors: User

Goal/Objective: Users make payments for counseling sessions, processed securely through the bank system.

Precondition: The user receives counseling service from counselor and user is logged in.

Postcondition: Payment is made to bank system.

12. Verify Coverage and Process Claims:

Actors: Insurance Provider

Goal/Objective: The insurance provider verifies claims for reimbursement for counseling services by users.

Precondition: Claims of reimbursements for insurance submitted by users.

Postcondition: Insurance coverage is verified, and user is reimbursed.

# Activity Diagram

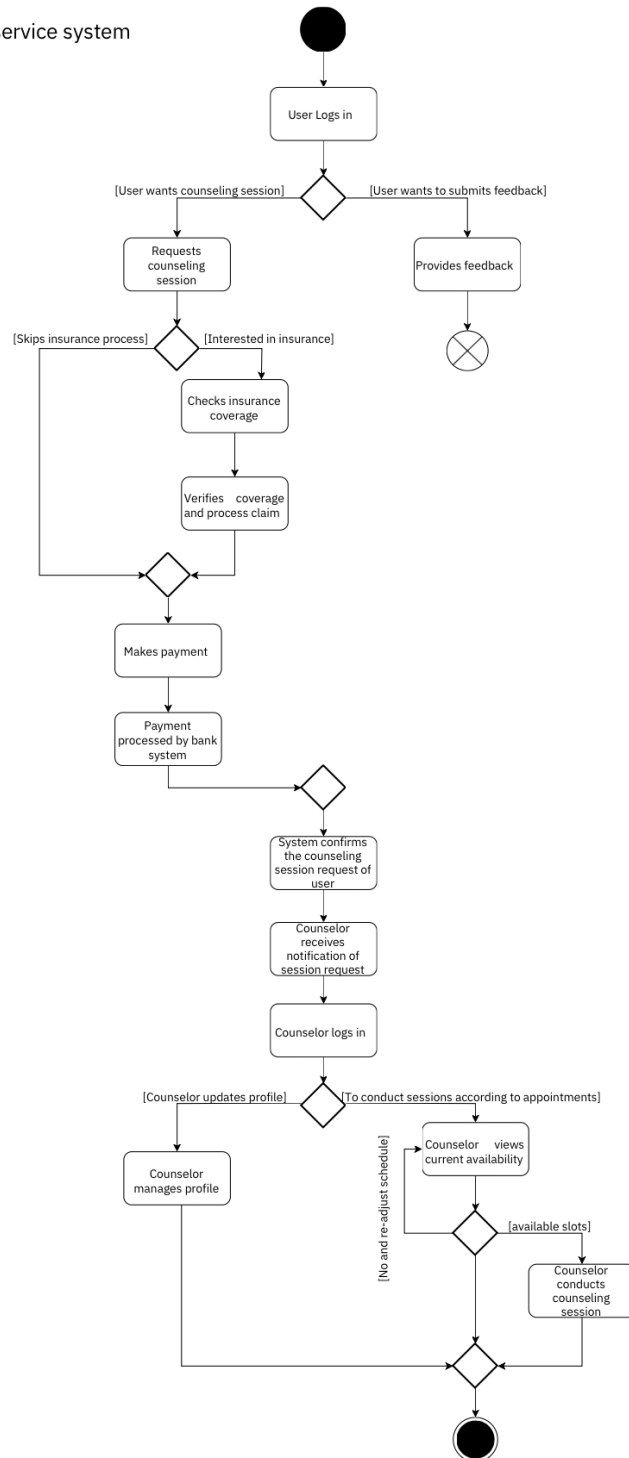Online counseling service system

User Logs in

[User wants counseling session]     [User wants to submits feedback]

Requests counseling session

Provides feedback

[Skips insurance process]     [Interested in insurance]

Checks insurance coverage

Verifies coverage and process claim

Makes payment

Payment processed by bank system

System confirms the counseling session request of user

Counselor receives notification of session request

Counselor logs in

[Counselor updates profile]     [To conduct sessions according to appointments]

[No and re-adjust schedule]

Counselor views current availability

Counselor manages profile

[available slots]

Counselor conducts counseling session

Figure 2. <<Online Counseling service system Activity Diagram>>

# Class Diagram



**Insurance provider**

+ insurance id: int

+ verify coverage and
process claims()
+ update()
+ insert()

**User**

+ name: string
+ phone no: int
+ account id: int

+ log in()
+ request counselling
session()
+ make payment()
+ provide feedback()
+ check insurance
coverage()
+ update()
+ insert()

**Bank System**

+ bank account no: int

+ process payments()
+ update()
+ insert()

**Account**

+ user account id: int
+ counselor account id: int

+ update()
+ insert()

**Adminstrator**

+ name: string
+ phone number: int
+ address: string

+ manage user accounts and
profiles()
+ monitor system
performance and user
activity()
+ update()
+ insert()

**Counselor**

+ name: string
+ account id: int
+ phone number: int
+ address: string

+ log in()
+ manage profile()
+ conduct counselling
sessions()
+ manage availability
+ update()

+1..*   +1..*   +1..*   +1..*   +1   +1..*   +1..*   +1..*   +1..*

Figure 3. <<Class Diagram of Online Counseling service system >>

# User interface



logo

English

Thai

Home · About Us · Services · appointments · Contact Us · Log In

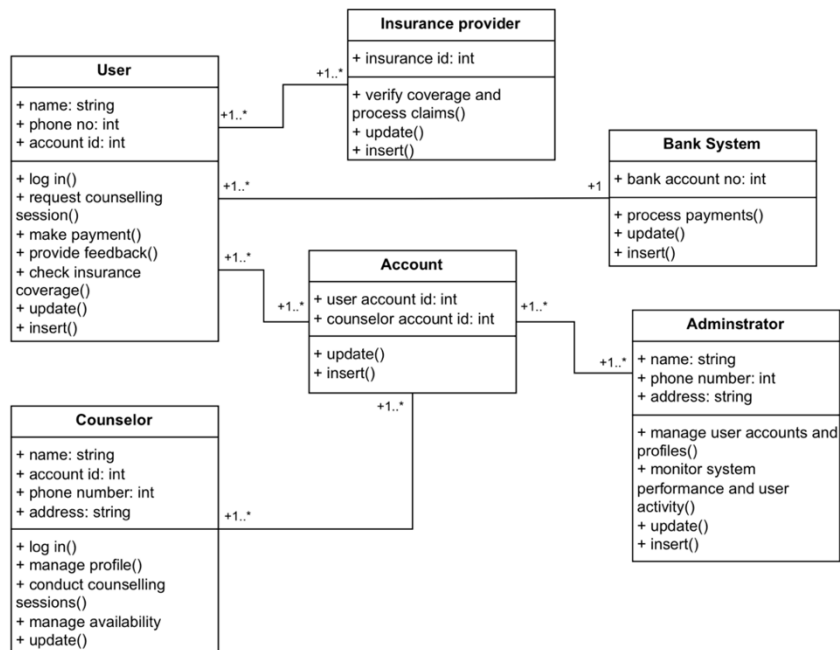Description about the website and its services

Phone Number · Facebook · Instagram · Line

Fig 1.1 Home page

logo

*Please log in to continue*

Email
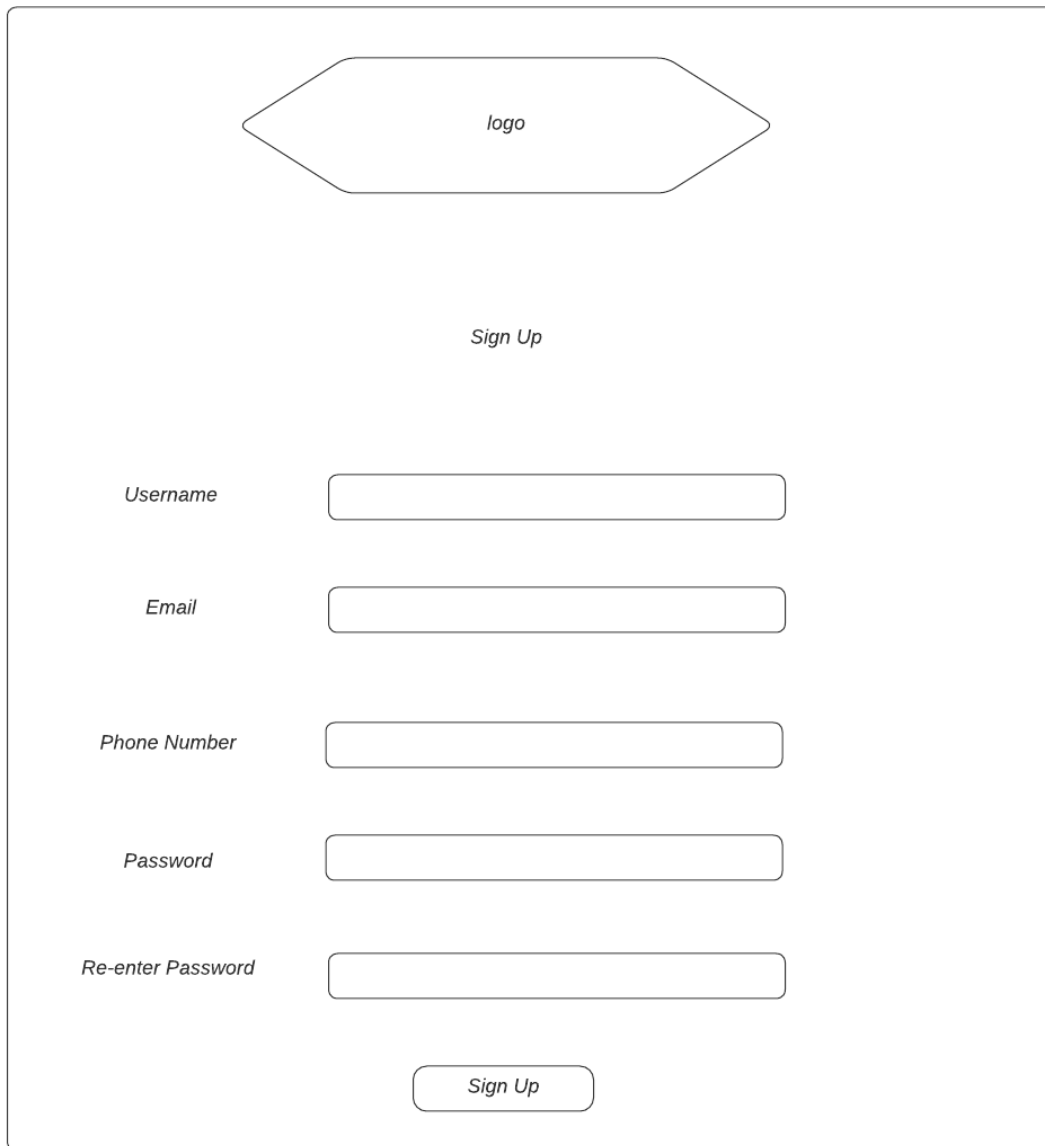
Password

login

*If you don't have account sign up*

Sign Up

Fig 1.2 Log In Page

logo

Sign Up

Username

Email

Phone Number

Password

Re-enter Password

Sign Up

Fig 1.3 Sign Up Page

logo

English

Thai

Home | About Us | Services | appointments | Contact Us | Log In

About counseling

Coumseling and helping people

Phone Number

Facebook

Instagram

Line

Fig 1.4 About Us Page

logo

English

Thai

Home

About Us

Services

appointments

Contact Us

Log In

Mental Health counseling  systoms and how they are cured

Types of counseling
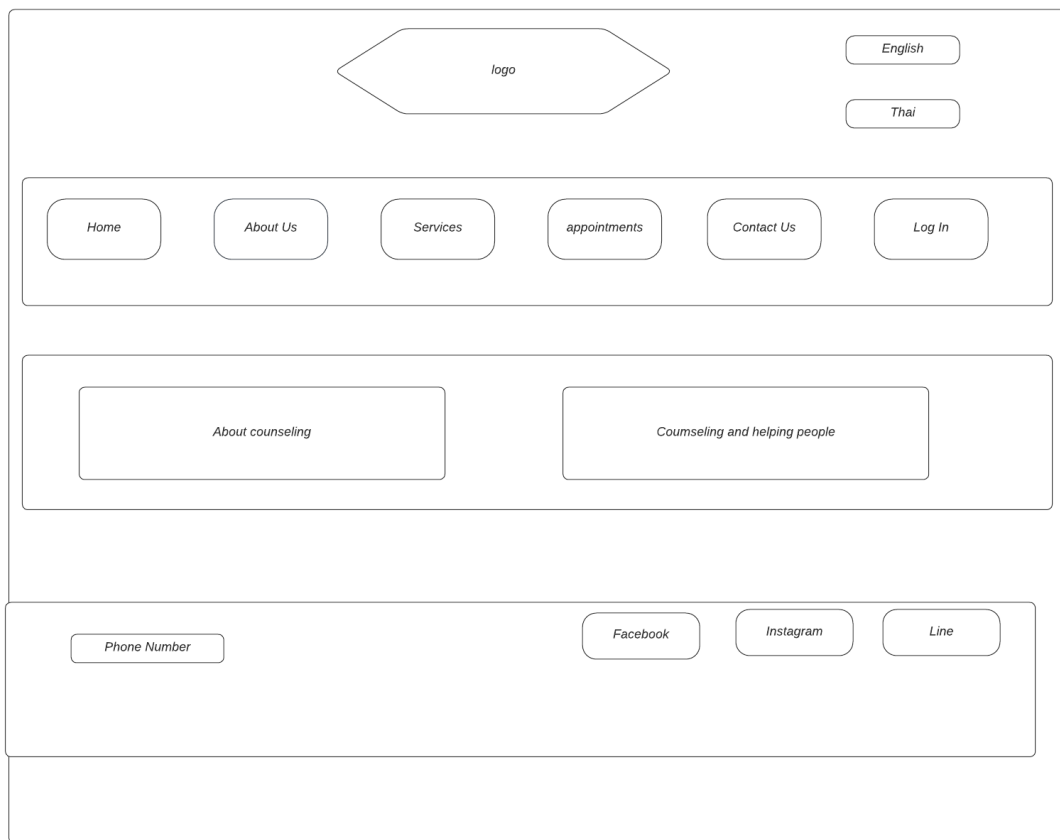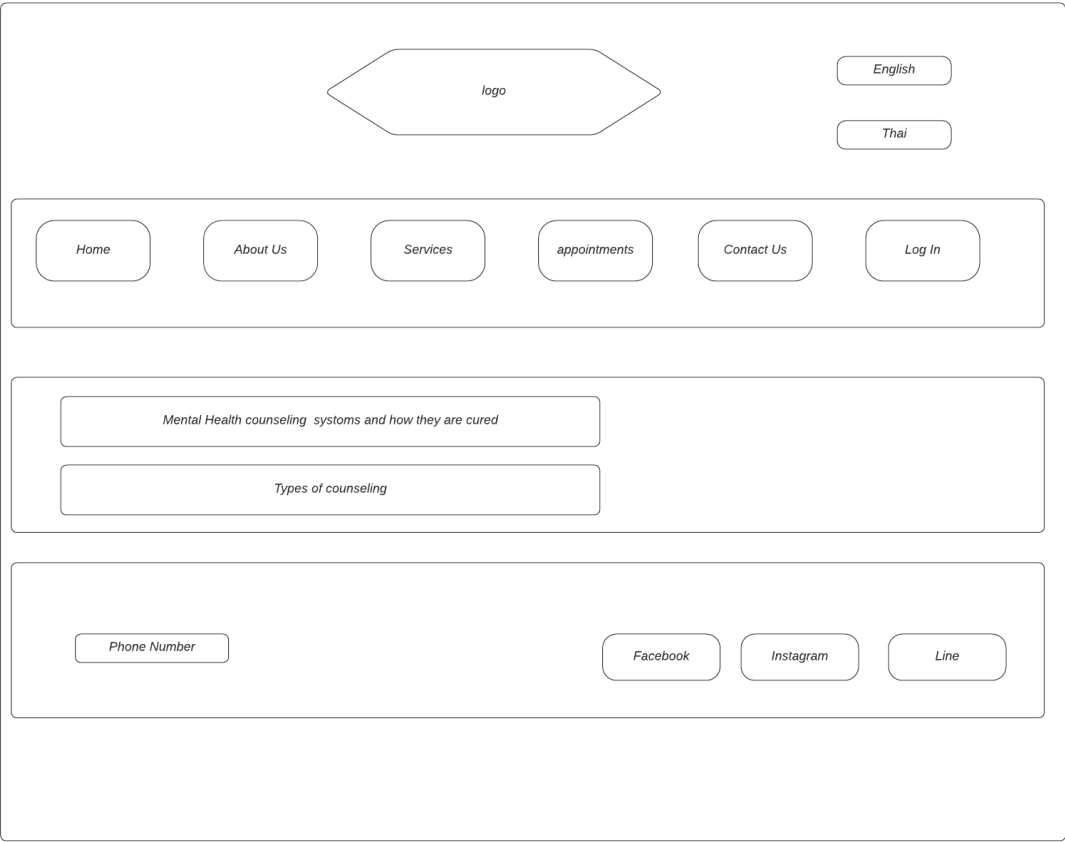
Phone Number

Facebook

Instagram

Line

Fig 1.5 Services Page

English

Thai

Home

About Us

Services

appointments

Contact Us

Log In

Your name

Email address

Phone Number

Age of the person needing services

Message

Phone Number

Facebook

Instagram

Line

Fig 1.6 Appointments Page

logo

English

Thai

Home
About Us
Services
appointments
Contact Us
Log In

Company address

Map

Feed back

Phone Number

Facebook
Instagram
Line

Fig 1.7 Contact Us Page