



# CODE\_EXP 2020

HEART TO HEART

BY:  
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# PROBLEM STATEMENT

“How can we further improve our resilience in times of a health crisis? This includes tackling potential threats or challenges that may arise during or after a health crisis”



# SCOPE OF PROBLEM

- ★ Building resilience in terms of mental health
  - Provide alternative for people seeking help by collaborating with counsellors/psychologists
- ★ Tackling challenges faced during a health crisis
  - Provide stress relief and advice through chat therapy as well as useful tips and helplines that they might need



# TARGET AUDIENCE

General public: Singaporeans of various ages (e.g. teenagers, adults, elderlies etc) who requires any form of help in times of crisis



# PROPOSED SOLUTION & USE CASES





## PROPOSED SOLUTIONS:

Create an app with 3 main purposes:

- First purpose: To raise awareness of issues that is happening in Singapore such as mental health etc through linking of relevant articles.
- Second purpose: To provide useful hotlines for times of crisis.
- Third purpose: To provide therapy or counselling via a messaging chat with the relevant professionals, while staying anonymous throughout the counselling to protect users' privacy.



## USE CASE EXAMPLE 1

Changes to the environment they are in as a result of circuit-breaker/quarantine may result in several issues (such as domestic abuse or mental stress from change in lifestyle). However, given the circuit breaker, people are not able to seek for counselling sessions easily and thus the usage of the app comes in.



## USE CASE EXAMPLE 2

Some people despite wanting to seek for consulting or require counselling and advice from professionals, are too shy to meet or call hence with this app, they can seek for the help they want while staying anonymous.





## USE CASE EXAMPLE 3

As media online gets flooded easily, it may be hard for users to get information/articles about mental health. This app scopes down to only giving those relevant information so it will be able to cater to users who wants specifically those information.

# SCREENSHOT & USAGE FLOW OF APPLICATION

MacBook Air



# SIGN IN PAGE

The first app that the user would interact with upon opening the app

 **Chat With Us**

Sign In

Don't have an account? [Register now](#)

# SIGN UP PAGE

The page that allows user to sign up for an account in order to use the app

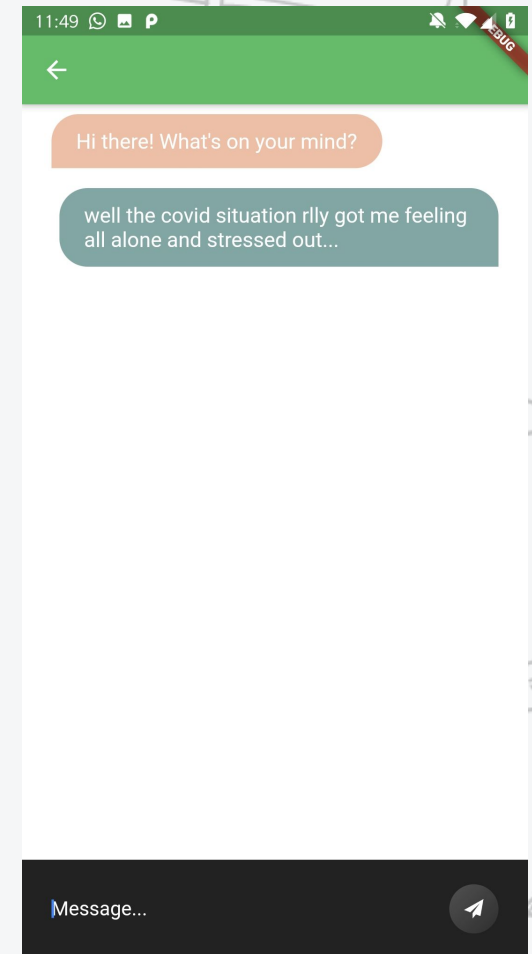
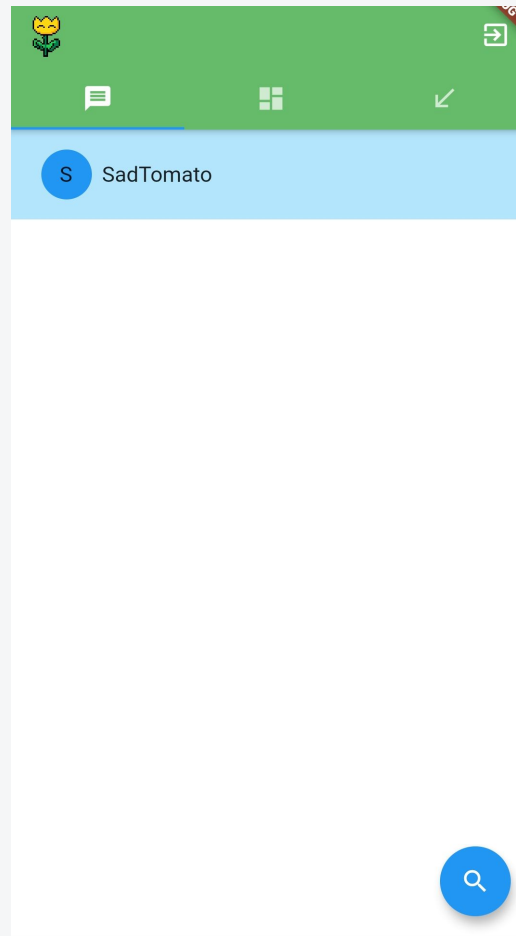
 **Chat With Us**

**Sign Up**

Already have account? [Sign in now](#)

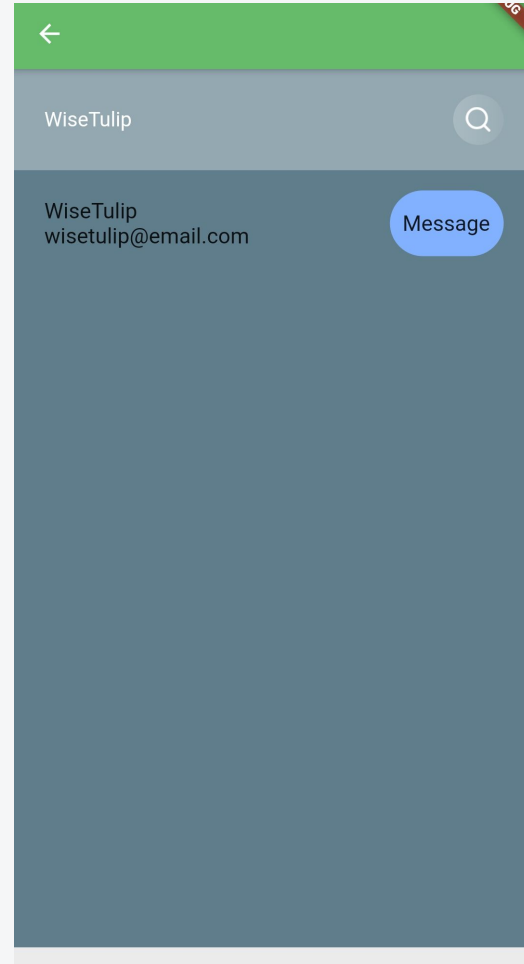
# CHAT WITH COUNSELLORS

Platform for users to  
interact with  
counselors,  
healthcare  
professionals



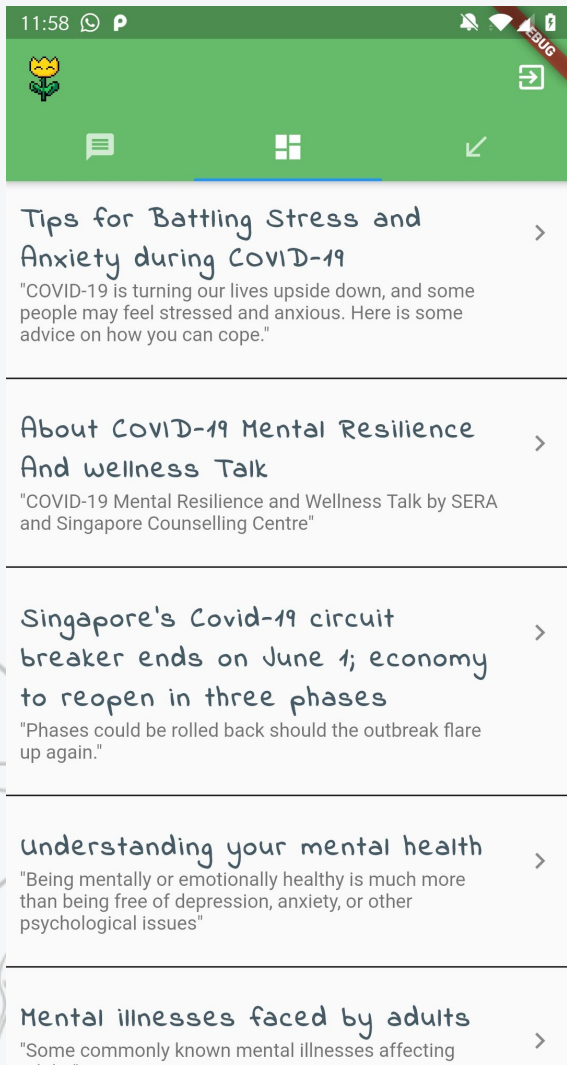
# SEARCH FOR COUNSELLORS

Allows the user to search through the database to find the name of the counselor they would like to communicate with





# USEFUL LINKS

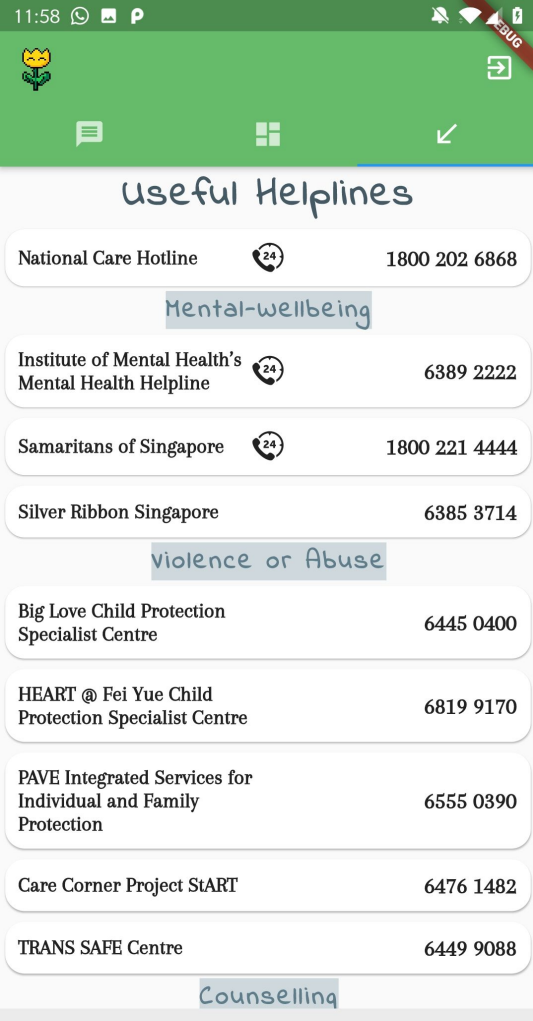


List of helpful  
articles related to  
current health  
crisis, mental  
health for  
self-learning and  
awareness

Articles will be  
updated daily

# USEFUL HELPLINES

Hotlines for further  
mental health  
awareness, learning  
and help



Useful Helplines		
National Care Hotline	24	1800 202 6868
Mental-wellbeing		
Institute of Mental Health's Mental Health Helpline	24	6389 2222
Samaritans of Singapore	24	1800 221 4444
Silver Ribbon Singapore		6385 3714
violence or Abuse		
Big Love Child Protection Specialist Centre		6445 0400
HEART @ Fei Yue Child Protection Specialist Centre		6819 9170
PAVE Integrated Services for Individual and Family Protection		6555 0390
Care Corner Project StART		6476 1482
TRANS SAFE Centre		6449 9088
Counselling		





**Thank You!!**