ChatGPT

Patient Information Template for Emotional Support Chatbot

This template defines a lightweight **user profile** for a mental health support chatbot. It captures only essential information to personalize support while **avoiding clinical or sensitive data** like diagnoses or medication history (the chatbot is not a medical device and does not give medical advice or diagnoses [1]). Instead, the focus is on user-provided context, preferences, and safety details to enable **empathetic, non-directive conversations**. The template is structured in a **JSON-like schema** with modular sections that can be included as needed.

Template Components

- **Demographics:** Basic, non-identifying info such as age range, pronouns, and timezone. These help the chatbot **respect the user's identity and context** (e.g. using correct pronouns and timing messages appropriately).
- **Accessibility Preferences:** User's communication preferences, like conversation pace, tone, and use of emojis or audio. Tailoring the chatbot's style to user preference makes interactions feel more comfortable and personalized [2].
- **Self-Reported Context:** The user's own description of what they're struggling with and what helps them. This keeps the focus on the user's current needs rather than medical labels, and helps the chatbot recall **what has worked before** (e.g. coping strategies that provided relief).
- **Safety Information:** Light-touch safety details such as the user's country (for appropriate crisis resources), an emergency contact or crisis line, and whether they have a personal safety plan. Including these ensures the chatbot can **prompt real-world support** in crises [3] [4] (e.g. reminding the user of their safety plan or emergency number).
- **Consent Flags:** The user's choices about data use – e.g. consent to store conversation data, allow the bot to remember past chats, share anonymized info with a clinician, or use data for research. These flags ensure **ethical use of data** and transparency.
- **Optional Modules:** Additional sections that can be attached if relevant, such as a sensory profile, preferred coping skills (e.g. DBT techniques), notes about grief/trauma, or neurodivergence-related preferences. This **modular design** lets the profile expand to capture important nuances (for example, known triggers or preferred therapy techniques) without burdening all users with irrelevant fields.

Each field is documented with a brief comment for clarity. The chatbot's planning/execution system can use this profile to **adapt conversation tone, suggest suitable coping strategies, and avoid known triggers**, making the support more personalized and effective [5]. For instance, if a user's profile notes they prefer a calm tone and dislike emojis, the chatbot will adjust its style accordingly. If the profile notes a certain grounding exercise helped previously, the bot's memory can recall and offer that again in a similar situation.

JSON Template Schema

Below is the template represented as a JSON object. Inline comments (after `//`) explain each field:

```
{
  "demographics": {
    "age_band":
"18-25",         // age range (band) instead of exact age for privacy
    "pronouns": "they/them",    // user's preferred pronouns for respectful
addressing
    "timezone": "Europe/London" // user's timezone to time responses or
check-ins appropriately
  },
  "accessibility": {
    "preferred_pace": "slow",        // conversation pace: e.g. "slow" for
gentle, spaced replies or "fast" for quick back-and-forth
    "preferred_tone": "friendly",    // tone style: e.g. "formal",
"friendly", "casual", based on user's comfort
    "use_emojis": false,             // whether the user is comfortable with
emojis in messages
    "use_voice": false               // whether the user wants audio (voice
notes or TTS) in addition to text, if available
  },
  "self_reported_context": {
    "main_struggles": "feeling isolated and anxious about work",  // brief
user-described summary of current struggles
    "helpful_strategies": "talking to a friend, deep breathing",   // coping
methods the user finds helpful
    "known_triggers": ["crowded places", "nighttime"],             //
(optional) situations or topics that worsen distress, to avoid or handle
carefully
    "additional_notes": "Feels better with positive reinforcement" // other
context or preferences in user's own words
  },
  "safety": {
    "country": "UK",                           // user's country (for
localizing crisis resources, e.g. 999/112 vs 911, Samaritans etc.)
    "emergency_contact": "Samaritans 116123",   // a crisis contact the user
trusts (could be a hotline number or support person; user can opt to provide
this)
    "has_safety_plan": true,                   // whether the user has a
personal safety plan in place
    "safety_plan_url": "https://example.com/my-
plan" // link to user's safety plan or instructions (if they choose to share
it)
  },
  "consent": {
    "data_storage": true,      // user consents to the chatbot storing their
data (profile and conversation logs)
    "memory_opt_in":
true,     // user allows the chatbot to retain memory of past conversations
to personalize responses
    "share_with_clinician": false, // user permits sharing summaries or data
with their clinician/therapist (false if not opted in)
```

```
    "research_opt_in":
false   // user consents to anonymized data being used for research/
improvement of the system
  },
  "optional_modules": {
    // The following sections are included only if relevant; they can be
omitted or null otherwise.
    "sensory_profile": {
      "sensitivity_notes": "sensitive to loud noises; prefers text
communication over voice"
         // user's sensory considerations (e.g. sensitive to noise or visual
stimuli),
         // helps chatbot avoid media or adapt format if applicable
    },
    "dbt_skill_preferences": {
      "preferred_skills": ["grounding exercise", "5-4-3-2-1 technique"],
         // DBT or other therapeutic skills the user likes or is open to (to
prioritize these in suggestions)
      "avoided_skills": ["tIPP (cold water face immersion)"]
         // techniques the user dislikes or finds unhelpful (the bot will not
push these)
    },
    "grief_trauma_notes": {
      "grief_loss": "lost a close family member",    // note if user is
dealing with grief (e.g. bereavement context)
      "trauma_history": "has past trauma, no detailed discussion preferred",
         // general indicator of trauma history, without explicit detail
(helps bot tread carefully around related topics)
      "triggers": ["certain anniversaries"]
         // specific trauma/grief-related triggers to be cautious about (if
provided by the user)
    },
    "neurodivergence": {
      "condition": "ADHD",
         // (optional) neurodivergent identity or condition the user
discloses (e.g. ADHD, autism)
      "communication_notes": "easily distracted, prefers bullet-point
summaries"
         // how the condition affects communication (e.g. needs concise info,
literal language, etc.)
    }
  },
  "usage_notes": {
    "last_helpful_interaction": "Practiced deep breathing on 2025-11-20,
which reduced anxiety",
       // (system-updated) note on what last helped the user, for the bot to
recall and possibly suggest again
    "conversation_tone_adjustment": "Keep tone calm and positive, avoid
slang",
       // (system or human-set) summary of how the bot should adjust its
style for this user
```

```
    "updated_at": "2025-11-21T17:00:00Z"
       // timestamp of last profile update (ISO 8601), to track currency of
info
  }
}
```

Notes: The `optional_modules` section is designed to be flexible – each sub-section can be included or omitted based on individual user needs. For example, one user might provide a detailed **sensory profile** and **neurodivergence notes**, while another might skip those. By keeping these sections modular, the profile stays **lightweight** for most users but **accommodates additional needs** when necessary. The `usage_notes` section (or similar) can be maintained by the chatbot system to log recent helpful strategies or required tone adjustments, ensuring the AI remembers **"what worked last time"** and continuously adapts to the user [5].

This structured JSON template balances **personalization** and **privacy**. It empowers the chatbot to deliver empathetic, tailored support – adjusting its communication style to user preferences, recalling past conversations to avoid repetition or triggers, and integrating evidence-based safety practices (like referring to the user's safety plan or preferred coping skills) when the user is in distress [4]. All of this is done **without storing clinical diagnoses or sensitive history**, respecting the user's privacy and the chatbot's role as a supportive wellness tool rather than a clinical record [1].

Sources: Key design choices are informed by current best practices in ethical AI mental health support and user personalization, such as avoiding diagnostic roles [1], guiding users toward real-world help in crises [3], leveraging safety planning and DBT skills for suicide prevention [4], and tailoring the chatbot's tone and memory to user preferences for a more empathetic experience [2]. These principles ensure the chatbot remains a **safe, user-centered support system** rather than a one-size-fits-all agent.

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[1] FAQ - AI chatbot | Online Therapy
https://www.wysa.com/faq

[2] [5] SmythOS - An Essential Guide to Conversational Agents Best Practices: From Design to Deployment
https://smythos.com/developers/agent-development/conversational-agents-best-practices/

[3] Strengthening ChatGPT's responses in sensitive conversations | OpenAI
https://openai.com/index/strengthening-chatgpt-responses-in-sensitive-conversations/

[4] Making Chatbots Safe For Suicidal Patients | Psychiatric Times
https://www.psychiatrictimes.com/view/making-chatbots-safe-for-suicidal-patients