

SADAG ONLINE SURVEY OF

# Mental Health Professionals on Telehealth and Client Online Experiences

August 2020



**20 August 2020**

**Press Release**

The COVID-19 pandemic has brought significant changes to all areas of life and has raised concerns for mental health. Lockdown and social distancing meant that people cannot easily access face-to-face therapy sessions with mental health service providers.

SADAG is conducting vital research about patients' and professionals' experiences of online and tele-counselling over the past months. We are urgently looking for patients and professionals who have used telephonic or online via computer or phone for virtual counselling and consultation to share their own experiences.

Cassey Chambers, Operations Director at SADAG says "With the strict social distancing and physical safety precautions during COVID19, many mental health care users resorted to online consultations with their psychologists or psychiatrists during lockdown, pushing mental health services online – posing various benefits and challenges. SADAG would like to understand more about both patients and professionals experiences to see how online sessions could be part of mental health services post-COVID19."

If you have had to do online or remote sessions with your mental health professional – perhaps your psychologist or psychiatrist – we would like to learn more about your experience, understand the benefits and learn more about the challenges.

With the increasing mental health burdens of the COVID-19 pandemic and a national mental healthcare system that is overburdened and under-resourced, it is crucial that we get all the information we need to advocate with funders.

We would like to invite you to take part in our short 6-7 minute survey on your recent experiences as a client or patient making use of online, live (i.e. in 'real time') telehealth services in South Africa during Covid-19.

If you have done online, remote or virtual counselling sessions during COVID19, Click the button below to take a few minutes to fill in this short survey.

## Survey

If you are a MENTAL HEALTH PROFESSIONAL involved in remote, online consultations or telehealth sessions, we also need your help to complete the professional survey. **Please Click Here for the Professional Survey.**

If you or a loved one are struggling to cope, you can call SADAG on 0800 567 567 or 0800 456 789 any day of the week to speak to a counsellor. SADAG has trained counsellors available from 8am to 8pm, 7 days a week.

ENDS.

For more information or interviews, please contact

Kayla Phillips: [media@anxiety.org.za](mailto:media@anxiety.org.za) or 011 234 4837

Tracy Mukute: [research@anxiety.org.za](mailto:research@anxiety.org.za) or 011 234 4837.

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