

MENTAL HEALTH CARE AND ON LINE CONSULTATION DURING THE COVID – 19 PANDEMIC: A LITERATURE REVIEW

Maria Moudatsou^{1,,4,5} Areti Stavropoulou^{2 ,4} Michael Rovithis ^{3,4,5} Sofia Koukouli^{1,4,5}

¹Social Work Department, School of Health Sciences, Hellenic Mediterranean University, GR- 71410, Heraklion, Greece

²Nursing Department, School of Health and Care Sciences, University of West Attica, GR-12243, Athens, Greece

³Nursing Department, School of Health Sciences, Hellenic Mediterranean University, GR- 71410, Heraklion,

⁴Laboratory of Interdisciplinary Approaches for the Enhancement of Quality of life

⁵Institute of Agri-Food and Life Sciences, University Research Centre



Dr. Maria Moudatsou
Assistant Professor
Hellenic
Mediterranean
University



Dr. Areti Stavropoulou
Assistant Professor
University of West Attica



Dr. Sofia Koukouli
Assistant Professor
Hellenic
Mediterranean
University



Dr. Michael Rovithis
Assistant Professor
Hellenic Mediterranean University

COVID 19 AND ONLINE CONSULTATION

- The covid-19 pandemic has had numerous political, economic, and societal ramifications (masic e al. 2020)
- It resulted in a lot of stress and had a negative impact on people's mental health (Holly et al. 2021)
- The pandemic's onset requires immediate and drastic adjustments in the administration of mental health care (Humer et al. 2020)
- Despite the fact that there was scientific knowledge on online consultation therapists and clients faced numerous problems, including ethical concerns, technological access, scientific understanding, and so on (Bashshu et al. 2016, Gardner et al. 2020 Holly et al. 2020)



METHODOLOGY

- The present paper is a literature review on previous studies on the topic regarding therapists' experiences with online consultation as a result of the Covid -19 pandemic
- The following are the research questions that have been considered:
 - a) Experiences of online consultation
 - b) advantages of online consultation
 - c) difficulties of online consultation



METHODOLOGY

- A literature search was undertaken using the PubMed, Google Scholar and Scopus databases to find research published in English in the last three years
- key words: Online consultation in mental health and covid 19 , psychotherapist's attitudes for online consultation , covid19
- A total of 29 studies were found to better address the goals and objectives of the current study as a result of the search



RESULTS

- **Experiences of online consultation:**
- Psychotherapists' opinions regarding online consultation are influenced by their past online consultation experiences, such as therapeutic modality, clinical experience, and special online consultation experience (Hekes et al. 2020)
- Theoretical perspective influenced online consulting as well (Cantone et al. 2021)
- The transition experience of clients and therapists during the pandemic, as well as their geographic location, are also crucial factors for a successful consultation (Hekes et al. 2020)



RESULTS

- **Advantages of online consultation:**
- Online consultations let therapists and clients communicate more effectively (Connolly et al. 2020)
- Telepresence aided in the formation of a therapeutic relationship (Haddouk et al. 2018)
- Clients pointed that online therapy is a way to reduce stigma while simultaneously increasing access to mental health treatments (Kruse et al. 2017, Wrape et al. 2018)

RESULTS

- **Difficulties of online consultation:**
- Many problems were caused by a lack of training and knowledge (Haddouk et al. 2018, Dores et al. 2020, Mendes- Santos et al. 2020, Mayer et al. 2019)
- Both clients and therapists faced numerous technological and communicative problems (Heikes et al. 2020, Haddouk et al, 2018, Novo et al. 2021)
- Others, particularly the most vulnerable groups, find it difficult to trust their therapist and develop a therapeutic relationship with him (Stanley & Markman, 2020, Witte et al. 2021)
- Many studies have reported ethical constraints and challenges in establishing a therapeutic relationship (Mendes – Santos et al. 2020, Anderson & Tivov, 2014, MacMullin et al. 2020)

CONCLUSIONS

- To summarize, distance counseling has numerous advantages:
- a) on the one hand, it addressed serious issues in supporting patients with various mental health issues that they already had, as well as those caused by the pandemic
- b) on the other hand, it met the needs of reducing covid transmission -19
- Future research is required.
- Ethical concerns and building therapeutic relationships are two specific research topics.
- The accessibility of vulnerable people to internet processes is also a critical issue.

REFERENCES

- Masic, I.; Gerc V. On Occasion of the COVID-19 Pandemic - One of the Most Important Dilemma: Vaccinate or Not?, *Med Arch* 2020, 74, 164-167
- Novo, A.; Pandza, H.; Kulasin, I.; Knezevic, B. 2021. Covid -19 pandemic and psycho -social Tele- counseling, *Int J Biomed Health* 2021, 9, 15- 18
- Holly, A.; Swartz, H.A. The role of psychotherapy during the COVID-19 pandemic, *Am. J. Psychother* 2020, 73, 41–42
- Humer, E.; Stippl, P.; Pieh, C.; Pryss, R.; Probst, T. Experiences of Psychotherapists with remote psychotherapy during the COVID-19 pandemic: Cross-sectional web-based survey study, *J. Med. Internet Res.* 2020, 22,
[doi:10.2196/20246](https://doi.org/10.2196/20246)

REFERENCES

- Bashshur, R.L.; Shannon, G.W.; Bashshur, N. The empirical evidence for telemedicine interventions in mental disorders, *Telemed J E Health* 2016, 22, 87–113
- Gardner, J.S.; Plaven, B.E.; Yellowlees, P. Remote telepsychiatry workforce: a solution to psychiatry's workforce issues, *Curr Psychiatry Rep* 2020, 22, doi: 10.1007/s11920-020-1128-7
- Békés, V.; Aafjes-van Doorn, K. Psychotherapists' attitudes toward online therapy during the COVID-19 pandemic. *J. Psychother. Integr.* 2020, 30, 238–247
- Cantone, D.; Guerriera, C.; Architravo, M.; Alfano, Y. M.; Cioffi, V.; Moretto, E.; Mosca, L.L.; Longobardi, T.; Muzii, B.; Maldonato, N. M.; Sperandeo R. A sample of Italian psychotherapists expresses their perception and opinions of online psychotherapy during the covid-19 pandemic, *Riv Psichiatr* 2021, 56, 198-204

REFERENCES

- Does, A. R.; Geraldo, A. ; Carvalho, I. P.; Barbosa, F. The Use of New Digital Information and Communication Technologies in Psychological Counseling during the COVID-19 Pandemic, *Int. J. Environ. Res. Public Health* 2020, 17, doi:10.3390/ijerph17207663
- Connolly, S. L.; Miller, C. J.; Lindsay, J. A.; Bauer, M. S. A systematic review of providers' attitudes toward telemental health via videoconferencing, *ClinPsychol* 2020, <https://doi.org/10.1111/cpsp.12311>
- Haddouk, L.; Bouchard, S.; Brivio, E.; Galimberti, C.; Trognon, A. Assessing presence in videoconference telepsychotherapies: A complementary qualitative study on breaks in telepresence and intersubjectivity co-construction processes, *Annu. Rev. CyberTherapyTelemed* 2018, 16, 118–123
- Haddouk, L.; [Milcent](#), C. Telepsychology in France since COVID-19. Training as key factor for telepsychology practice and psychologists' satisfaction in online consultations. <https://halshs.archives-ouvertes.fr/halshs-03265054> (assessed on Monday 24 January 2022)

REFERENCES

- Kruse, C. S.; Krowski, N.; Rodriguez, B.; Tran, L.; Vela, J.; Brooks, M. Telehealth and patient satisfaction: A systematic review and narrative analysis. *Br. Med. J.* 2017, 7, 1–12
- Wrape, E. R.; McGinn, M. M. (2018). Clinical and ethical considerations for delivering couple and family therapy via telehealth, *Journal of Marital and Family Therapy* 2018,45, 296–308
- Witte , N. A. J .D.; Carlbring, P.;Etzelmueller, A.;Nordgreen, T.;Karekla, M.;Haddouk, L.; Belmont, A. et al. 2021. Online consultation in mental health care during the COVID – 19 outbreak: An international survey study on professionals motivations and perceived barriers, *Internet Interv* 2021,<https://doi.org/10.1016/j.invent.2021.100405>
- Kysely, A.; Bishop, B.; Kane, R.; Cheng, M.; Palma, M. D.; Rooney, R. Expectations and experience of couples receiving therapy through videoconferencing: A qualitative study, *Front Psychol*2020,10, 1–14

REFERENCES

- Mendes-Santos, C.; Weiderpass, E.; Santana, R.; Andersson, G. Portuguese Psychologists' attitudes towards internet interventions: An exploratory cross-sectional study, *JMIR Ment. Health* 2020, 7, [doi:10.2196/16817](https://doi.org/10.2196/16817)
- Mayer, G.; Gronewold, N.; Alvarez, S.; Bruns, B.; Hilbel, T.; Schultz, J.H. 2019. Acceptance and expectations of medical experts, students, and patients toward electronic mental health apps: cross-sectional quantitative and qualitative survey study, *J. Med. Internet Res.* 2019 21, 11, 1–15
- Stanley, S. M.; Markman, H. J. Helping couples in the shadow of COVID-19, *Fam Process* 2020, 59, 937– 955
- Andersson, G.; Titov, N. Advantages and limitations of Internet-based interventions for common mental disorders, *World J. Psychiatry* 2014, 13, 4–11
- MacMullin, K.; Jerry, P.; Cook, K. 2020. Psychotherapist Experiences With Telepsychotherapy: Pre COVID-19 Lessons for a Post COVID-19 World, *J. Psychother. Integr.* 2020, 30, 248 –264

THANK YOU

