Internship Training

At

Ernst & Young

Study / Project title

'Analysing opportunities and challenges for successful implementation of

Tele-MANAS: A narrative review'

By

Name – Mr. Vaibhav K Singh

Enroll No. – PG/21/124

Under the guidance of

Dr. Anandhi Ramachandran

PGDM (Hospital & Health Management)

2021-2023

International Institute of Health Management Research New Delhi

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TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Mr. Vaibhav K Singh** student of PGDM (Hospital &

Health Management) from International Institute of Health Management Research, New

Delhi has undergone internship training at **Ernst & Young** from **01-02-2023** to **02-05-2023**.

The candidate has successfully carried out the study designed to him during internship

training and his approach to the study has been sincere, scientific, and analytical. The

internship is in fulfillment of the course requirements.

I wish him all success in his future endeavors.

Dr. Sumesh Kumar   **Mentor - Dr. Anandhi Ramachandran**

Associate Dean, Academic and Student Affairs   **Professor, IIHMR DELHI**

IIHMR, New Delhi   **IIHMR, New Delhi**

Certificate of Approval

The following dissertation titled **"Analysing opportunities and challenges for successful implementation of Tele-MANAS: A narrative review"** at **"Ernst & Young LLP"** is hereby approved as a certified study in management carried out and presented in a manner satisfactorily to warrant its acceptance as a prerequisite for the award of **PGDM (Hospital & Health Management)** for which it has been submitted. It is understood that by this approval the undersigned do not necessarily endorse or approve any statement made, opinion expressed or conclusion drawn therein but approve the dissertation only for the purpose it is submitted.

Dissertation Examination Committee for evaluation of dissertation.

Name

Dr. Sumeeh Kumar

SHASHI BHUSHAN GOBA

Dr. Pankaj Taleja

Signature
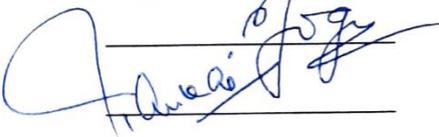
Certificate from Dissertation Advisory Committee

This is to certify that **Mr. Vaibhav Kumar Singh,** a graduate student of the **PGDM (Hospital & Health Management)** has worked under our guidance and supervision. He is submitting this dissertation titled "**Analysing opportunities and challenges for successful implementation of Tele-MANAS: A narrative review**" at **"Ernst & Young LLP"** in partial fulfillment of the requirements for the award of the **PGDM (Hospital & Health Management).**

This dissertation has the requisite standard and to the best of our knowledge no part of it has been reproduced from any other dissertation, monograph, report, or book.

Dr. Anandhi Ramachandran   Mr. Sagar S Bele

Professor,   Manager

IIHMR Delhi   EY LLP

Completion of Dissertation from respective organization

This certificate is awarded to

Name: Vaibhav Kumar Singh

In recognition of having successfully completing his dissertation in

Ernst & Young LLP

And has successfully completed his

Project titled

"Analysing opportunities and challenges for successful implementation of Tele-

MANAS: A narrative review"

Date: 1st Feb 2023- 2nd May 2023

He came across as a committed, sincere & diligent person who has a strong zeal for learning.

Mr. Sagar S Bele

Manager, EY LLP

FEEDBACK FORM

(Organization Supervisor)

Name of the Student: Vaibhav Kumar Singh

Summer Internship Institution: EY LLP

Area of Summer Internship: Technology consulting in Government and Public Sector (GPS).

Attendance: 100%

Objectives met:

1. Gathered and documented requirements for the project, creating FRS and SRS.

2. Conducted gap analysis of the V2 and V3 functionalities.
3. Analyzed wireframes, FRS, and SRS to inform project development.

4. Created Flow-diagrams, Sequence diagrams.

Deliverables:

Detailed documentation including Inception Report and Business requirement Documents (SRS & FRS) to IIIT B.

Strengths:

I found him to be inquisitive, disciplined, a good listener, sincere, diligent, and Confident.

Suggestions for Improvement: Keep up the good work. Some effort to be put in to enhance the documentation skills.

Signature of the Officer-in-Charge (Internship)

Date: 02/05/2023
Place: Bangalore

CERTIFICATE BY SCHOLAR

This is to certify that the dissertation titled **Analysing opportunities and challenges for successful implementation of Tele-MANAS: A narrative review** and submitted by **Vaibhav Kumar Singh** Enrollment No. **PG/21/124** under the supervision of Dr. Anandhi Ramachandran (Professor) for award of PGDM (Hospital & Health Management) of the Institute carried out during the period from **February 2023 to May 2023** embodies my original work and has not formed the basis for the award of any degree, diploma associate ship, fellowship, titles in this or any other Institute or other similar institution of higher learning.

Signature

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Abstract

<u>Purpose</u>

This study aims to enhance understanding of Telepsychiatry in India and assess the potential of the Tele-MANAS Platform in facilitating accessible mental health services throughout the country also to highlight the opportunities that exist for the successful implementation of the Tele-MANAS Platform. The purpose of this study is to identify the factors influencing the adoption and implementation process.

<u>Design/Methodology/Approach</u>

For this study, A literature review of various journals, research studies have been done regarding the factors influencing the adoption and implementation of Telepsychiatry services. Consideration and understanding of the factors were done via reviewing various articles.

<u>Findings</u>

This study provides the insights into the opportunities for successful implementation of telemental health services in India. Addressing technological, socio-cultural, and regulatory factors is essential for maximizing potential Tele-MANAS platform presents in improving access to mental healthcare throughout the country.

<u>Limitation</u>

Limitation of this study was that the generalizability of the findings may be limited to the specific context of India. Furthermore, the rapidly evolving nature of Telepsychiatry and potential methodological limitations introduce further constraints.

Practical implication

This study will have practical utilization through improved understanding, capacity building and tailored interventions in tele mental healthcare. Therefore, it will be practically effective for the stakeholders.

Value

This article presents a comprehensive overview, identifying key factors and opportunities, and synthesizing knowledge. It contributes to the existing literature on Telepsychiatry adoption and implementation, guiding stakeholders towards effective strategies and approaches in the field of telemental health services in India.

Keywords

Telemental health, Telepsychiatry, E-mental health, Remote mental health care, barriers, facilitators, factors, challenges, implementation, adoption, Opportunities, India, Global.

Research Type

Narrative Literature Review

Introduction

Telemental health, also known as telepsychology, is the delivery of mental health services through electronic communication technologies, such as videoconferencing, messaging, or phone. This form of healthcare has been gaining popularity in recent years due to its ability to overcome barriers to traditional in-person care, including distance, mobility, and stigma. Telemental health has been found to be effective in treating a range of mental health conditions, including depression, anxiety, and post-traumatic stress disorder (1). Telemental health services have emerged as a promising approach to bridge the gap between mental health care providers and individuals in need, particularly in regions where access to mental health services is limited. In recent years, India has witnessed a growing interest in telemental health services to address the burden of mental health disorders. TELE-MANAS is a program that was introduced by the Indian government on World Mental Health Day on October 10th, 2022. The program is designed to offer tele-mental health services throughout India and is a joint effort between the National Institute of Mental Health and Neurosciences (NIMHANS) located in Bangalore and the Department of Health and Family Welfare in different states of India. The program's primary objective is to create a network of mental health professionals across the country and provide tele-consultation services with mental health professionals.

To comprehend the factors influencing the adoption and implementation of telemental health services in India, it is essential to consider various aspects. The first factor revolves around accessibility and equity(4). Given the vast diversity and uneven distribution of mental health resources in India, telemental health services have the potential to extend the reach of mental health care to underserved populations. However, barriers such as limited internet connectivity, technological literacy, and language barriers might impede its adoption.

Another crucial factor is the regulatory landscape and policy frameworks surrounding telemental health services. The review explores the existing legal and regulatory frameworks in India, including

issues related to licensing, privacy, data protection, and reimbursement models. A comprehensive understanding of these factors is essential for the successful implementation and scalability of the Tele-MANAS Platform.

Furthermore, socio-cultural factors and societal attitudes towards mental health play a pivotal role in shaping the adoption of telemental health services. This review examines cultural stigmas, misconceptions, and traditional beliefs that may influence individuals' willingness to seek mental health support through digital platforms. Addressing these socio-cultural barriers is crucial for enhancing the acceptance and utilization of telemental health services in India.

Considering the above factors, this narrative review article also identifies the opportunities for successful implementation of the Tele-MANAS platform. It explores potential strategies for increasing accessibility, improving infrastructure, enhancing digital literacy, fostering collaborations, and integrating telemental health services within existing healthcare systems. By capitalizing on these opportunities, the Tele-MANAS platform has the potential to significantly impact mental health care delivery, reaching marginalized communities and addressing the unmet mental health needs across India.In comparison to Telepsychiatry programs found in other nations such as the United States, Canada, and Australia, there are both similarities and marked distinctions in the infrastructure, technology, and policy frameworks of Telepsychiatry programs in India (2).

The National Mental Health Survey of India, carried out between 2015 and 2016, was a comprehensive investigation aimed at evaluating the prevalence, characteristics, and consequences of mental health issues in India. According to the study, mental health concerns

were prevalent among the population, impacting an estimated 150 million individuals. Common mental health conditions included depression, anxiety disorders, substance use disorders, and psychosis.

The research also found that mental health care in India was inadequate, with many individuals not receiving the necessary assistance. Factors hindering access to mental health care included insufficient awareness and stigma concerning mental health, scarcity of mental health professionals, and inadequate financial resources for mental health services (3). Telepsychiatry can be an effective way to provide mental health care to people in remote or underserved areas, and to improve access to care for vulnerable populations such as children, the elderly, and those with disabilities(4). Telepsychiatry has the potential to address the unique mental health challenges facing India, such as the high prevalence of depression, suicide, and substance use disorders. The implementation of e-health interventions is affected by various factors such as infrastructure and technology, attitudes and beliefs, regulatory and legal matters, and workforce capability.

The electronic medium presents a significant advantage in that patients can be seen by clinicians promptly, regardless of geographical barriers and time constraints. Additionally, it reduces costs associated with maintaining a physical office space, eliminates patient embarrassment stemming from unfamiliarity with clinicians in their community, enables patients to be evaluated by clinicians speaking their language without requiring an interpreter, allows for coverage of usual psychiatric providers who may be on leave, and permits screening of patients for drug and alcohol abuse without concerns about their travel methods due to disabilities (5). The collaboration between mental health professionals, policymakers, and technology experts is necessary to develop effective and sustainable Telepsychiatry programs. In conclusion, this narrative review article provides a comprehensive overview of the Tele-MANAS platform, its functioning, and the factors influencing the adoption and implementation of telemental health services in India. By understanding the challenges and opportunities associated with telemental health services,

stakeholders can work towards maximizing the benefits of the Tele-MANAS platform, ultimately advancing mental healthcare accessibility, equity, and quality throughout India.

Objective

To identify the potential factors influencing adoption and implementation of Tele-MANAS platform and opportunities associated with Telepsychiatry.

Rationale

The demand for telemental health services, with an emphasis on the Tele-MANAS platform, to address the mental healthcare needs in India is what led to the creation of this narrative review article. As the nation struggles with a heavy load of mental health illnesses and constrained access to resources for mental healthcare. This review will highlight the difficulties and impediments encountered while incorporating telemental health services into the Indian healthcare system, such as issues with accessibility, statutory requirements, and sociocultural considerations. Policymakers, healthcare workers, and other stakeholders will learn from this review's conclusions regarding the potential effects of telemental health services in India and be guided in their efforts to maximize those advantages.

Methodology

Study   design: Narrative   Literature   Review

Data type: Secondary data

Inclusion Criteria: English only articles, full –text articles, published, peer-review, review articles

Exclusion Criteria: Newspaper reports, news, blogs, websites

Sample size: 28

Sampling method: A total of 52 articles, records, journals, documents were studied from various sources such as PubMed central, National Library of Medicine, Government websites, WHO, etc. Among these, 28 articles were relevant to the study and matched with the keywords; therefore, these articles have been included in the study. As per exclusion of records is concerned, a total of 24 articles / records / journals / documents were excluded. The exclusion was based on mismatching of title, irrelevance of the context, keyword mismatching, absence of required parameters for the study.

Data Analysis: A modified PRISMA methodology is used to select & extract relevant articles

Expected outcomes

The expected outcomes of this research will contribute to the existing knowledge base and inform future initiatives in telemental health implementation, with the aim of positively impacting mental healthcare outcomes in India.

- **Identification of Key Factors**:

  The goal of the study is to pinpoint and clarify the major elements that affect how the Tele-MANAS platform is adopted and used. These elements could consist of difficulties with accessibility, legislative frameworks, technological issues, sociocultural hurdles, and other pertinent elements.

- **Insight into Adoption Challenges:**

  The study, which will especially focus on the Tele-MANAS platform, will offer insights into the difficulties encountered in the implementation of telemental health services. This can entail being aware of challenges with internet connectivity, digital literacy, telehealth acceptance, and cultural obstacles that might affect the use of such services.

- **Opportunities for Improvement:**

In order to improve the adoption and implementation of telemental health services, the research will pinpoint opportunities and solutions for resolving the problems that have been discovered. Enhancing accessibility, filling regulatory loopholes, fostering awareness and education, and creating customized initiatives for certain populations or regions are a few examples of these potential.

- **Policy and Practice Recommendations:**

The study will offer actionable advice for decision-makers, healthcare providers, and other stakeholders involved in the provision of mental healthcare services based on its findings. To promote the successful integration of telemental health services, these ideas may concentrate on implementing supporting legislation, training programs, encouraging collaborations, and effectively utilizing technology.

- **Enhanced Mental Healthcare Delivery:**

The research's ultimate goal is to advance the provision of mental healthcare in India. The research aims to help efforts to improve accessibility, equity, and quality of mental healthcare services across the nation by comprehending the factors impacting the acceptance and implementation of telemental health services and by offering practical recommendations.

Key Findings / Results

"A state of well-being in which an individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively, and is able to make a contribution to his or her community," is how the World Health Organization defines mental health. A significant public health issue is the global

mental health epidemic. It's a significant social and economic problem. Suicide, among other grave mental health conditions, is the main cause of death in young people. Every year, 800,000 people take their own lives. Additionally, the World Health Organization estimates that 20% of people worldwide today suffer from a mental health issue. This indicates that one in four persons will eventually develop a mental health issue. The fact that barely one in five individuals with mental health disorders receives treatment is remarkable.

The estimated cumulative cost of mental illnesses on the world economy from 2011 to 2030 is startling $16.3 trillion. This large number represents the overall decline in economic production brought on by mental health issues. The Gross Domestic Product (GDP) of a nation might be affected by mental diseases to the tune of 5% when both direct and indirect costs are taken into account.

Cost, availability, and stigma are a few of the factors that contribute to the lack of access to mental health care. These issues could potentially be resolved and access to mental health care could be facilitated by digital technologies. The study intends to shed light on the transformative role that technology plays in enhancing mental health outcomes in light of the expanding impact of technology on mental health. The use and deployment of the Tele-MANAS platform is emphasized as a means of addressing the growing demand for accessible, cheap, and tailored solutions in the field of mental healthcare.

A total of 450 records were found at identification stage from bibliographic search. Of these (n=175) duplicates records were removed at Screening stage. Now (n=275) records were screened and additional (n=223) were excluded based on relevance. At eligibility stage (n=52) Full-text records were assessed.

Finally, of the 52 records, 28 articles were selected for inclusion in the narrative synthesis.

Number of papers

	Factors Influencing	Opportunities Associated
Number of papers	11	17
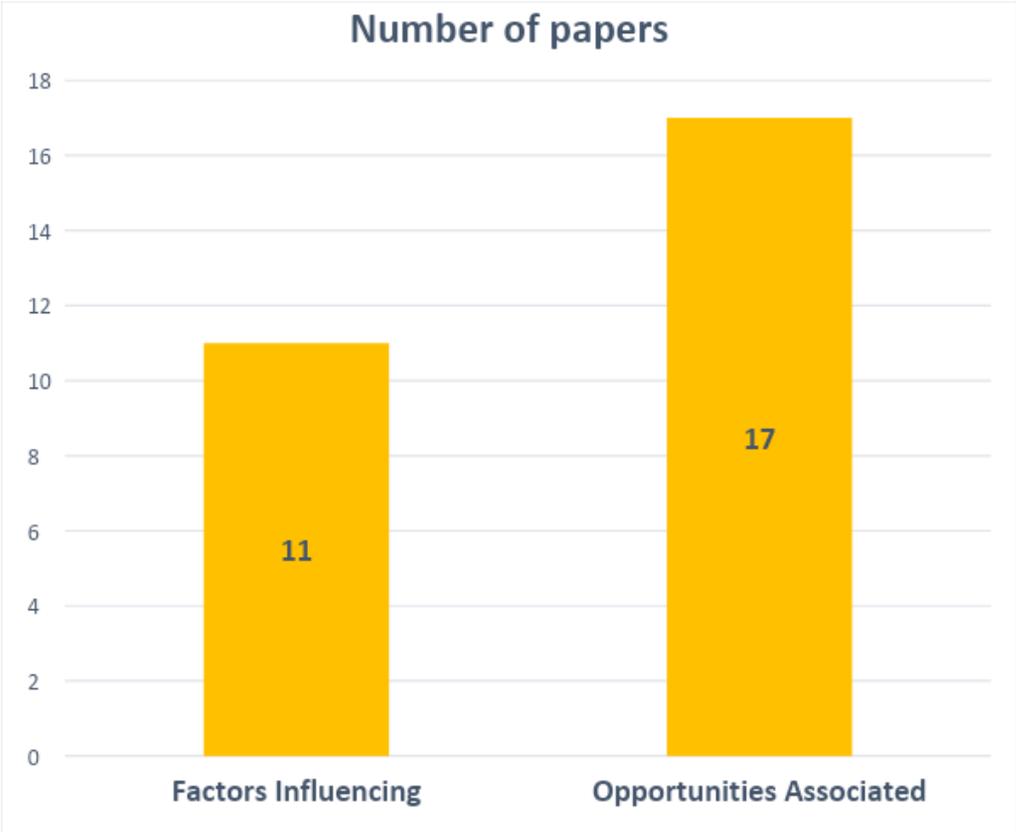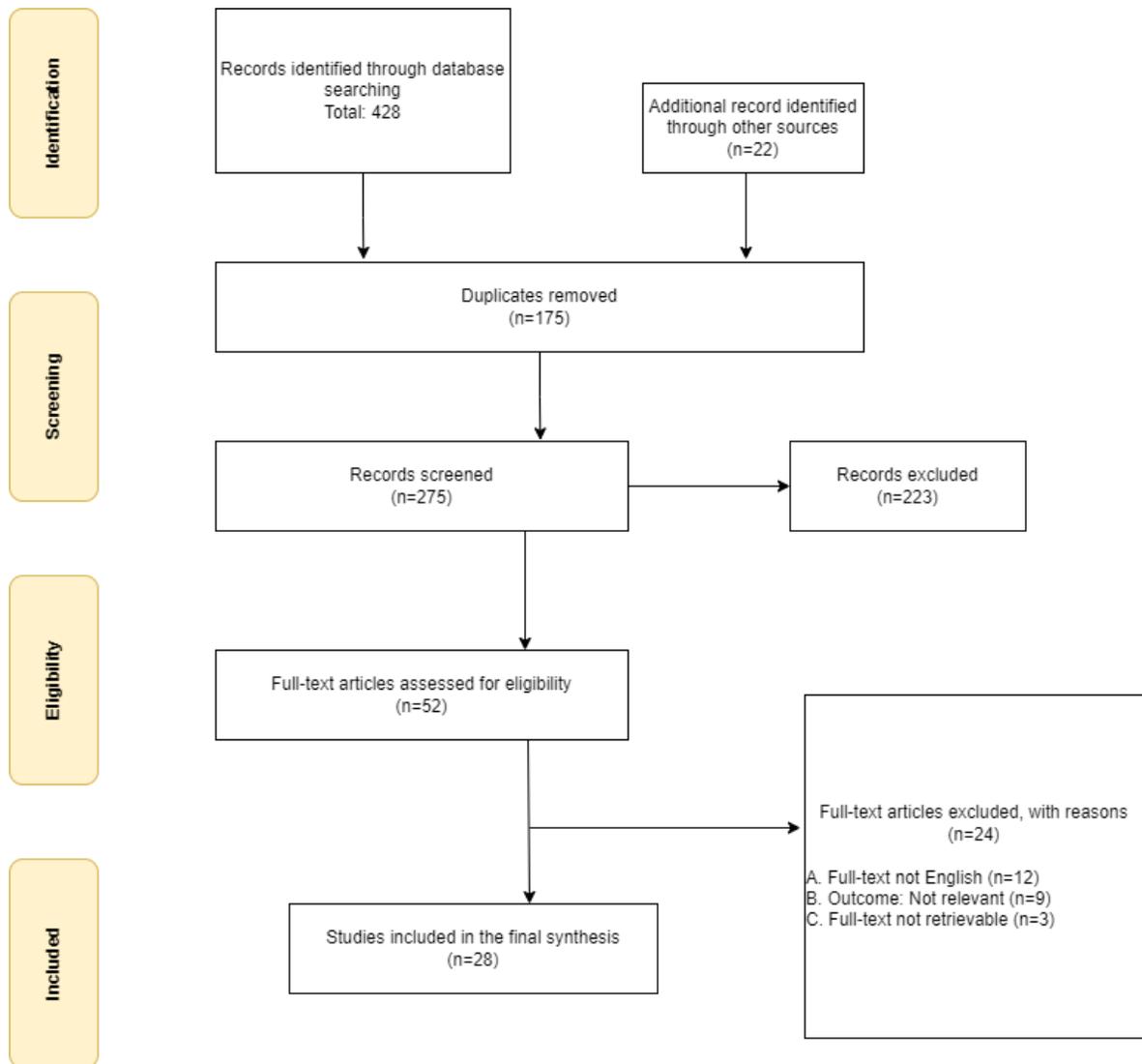
Two core themes were identified based on the study of the records which consist of sub-parameters each: Factors influencing, and opportunities associated. A perspective section about advancements in Telepsychiatry was also added, to inform about newest possibilities offered by the digital era.

1. **Factors Influencing**

The following are the main determinants of telepsychiatry uptake and implementation in India.

● **Technological barriers**

Telepsychiatry relies on a reliable internet connection. It could be challenging to get Telepsychiatry services in areas with poor infrastructure or patchy internet access. Connectivity issues including constrained bandwidth, poor internet connections, or frequent interruptions may affect the effectiveness and quality of Telepsychiatry sessions. lack of equal access to digital technologies and the internet. People may be unable to use Telepsychiatry services due to lack of technological knowledge and unequal access to computers, smartphones, or other devices. This divide typically affects disadvantaged people, such as those who reside in low-income communities and rural or isolated areas. Both patients and mental health providers need to be confident and competent when using the Telepsychiatry platform. People's degrees of technology literacy can vary, thus some could find it challenging to use video conferencing equipment, navigate the website, or fix technical issues. Lack of technology literacy could aggravate users and hinder Telepsychiatry's adoption. The same level of secrecy that is necessary for mental health services must be ensured in telepsychiatry. Concerns regarding the confidentiality of virtual sessions and the preservation of private patient information may hinder adoption. It is crucial to build trustworthy encryption methods, secure platforms, and adherence to privacy rules in order to resolve these problems. As technology, clinical applications, and care delivery paradigms develop, telepsychiatry will alter. Telepsychiatry can be promoted further by giving rewards. With this development, telepsychiatry will have completed its role in transforming healthcare.

- **Socio-culture factors**

People may be less likely to use telepsychiatry to receive care because of the stigma associated with mental health disorders. The cultural attitudes, ideas, and misconceptions about mental health that exist may explain why people are reluctant to use virtual mental health services. If stigma is reduced by

education, public awareness campaigns, and messaging that is sensitive to cultural differences, telepsychiatry can be accepted more readily. Adoption of telepsychiatry may be affected by cultural standards and viewpoints on mental health and recovery. Some cultures may favor conventional medical procedures or have preconceived notions regarding the role of mental health practitioners. By including cultural sensitivity into Telepsychiatry services, such as understanding and respecting cultural norms and introducing traditional therapeutic practices where appropriate, acceptance and participation can be boosted. In particular, if the services are not provided in the language that the individuals in need of care prefer, language barriers may prohibit people from using telepsychiatry. By assuring sympathetic communication, attentive listening, and rapport-building during Telepsychiatry sessions, these problems can be resolved. The opinions and support of family members and the greater community may have a significant impact on the decision to employ telepsychiatry. Depending on the culture, family members or local authorities may be involved in the choice to seek mental health care. Involving families and community stakeholders, hearing their concerns, and involving them in the Telepsychiatry process can help to foster acceptance and support. A study revealed that the attitudes of mental health professionals concerning telepsychiatry are varied and dichotomized. These professionals are worried about a number of things, including how it will impact their jobs, communication, how patients will behave more unfavorably, and other things. There was a consensus that telemedicine might not deliver on its promise to be the answer to every problem facing modern public health. Moreover, how organizational leadership and culture influence whether cutting-edge medical technologies and services are adopted and widely used. The leadership and culture of the organization may promote the adoption and use of innovative medical services and technologies.

- **Regulatory and policy factors**

An important governmental organization that makes a substantial contribution to the fields of Telepsychiatry and mental health is India's National Institute of Mental Health and Neurosciences (NIMHANS). Regulatory frameworks specify the licensing and credentialing requirements for mental health professionals providing Telepsychiatry services. These rules ensure that practitioners follow stringent requirements for education, skill, and moral conduct. It's probable that the Indian regulatory agency NIMHANS would have a say in establishing the standards for specialists' credentials as well as the practices' rules and procedures. These standards cover the use of technology, patient consent, documentation, prescription processes, and remote consultations. Regulation-related groups like NIMHANS frequently do research on Telepsychiatry and advocate for public policy. They may undertake research to evaluate the efficacy and outcomes of Telepsychiatry programs in addition to supporting evidence-based practices and influencing governmental decisions on their deployment.

- **Unskilled Workforce**

The use of Telepsychiatry platforms and technologies by mental health practitioners and support staff requires extensive training programs. Training should cover all of the technical elements, platform navigation, effective communication, and ensuring patient privacy and security. Any technological issues that may arise during Telepsychiatry sessions can be handled by putting in place a strong technical support system. The ethical and legal concerns that emerge with providing mental health care remotely are covered in telepsychiatry training programs. Providers uphold patient confidentiality, acquire informed permission, manage virtual setting restrictions, and adhere to applicable privacy regulations. By being aware of these factors, mental health professionals can assure ethical practice and defend the rights and privacy of their patients. Providers are better able to respect different cultural customs, negotiate cultural disparities, and deliver care that is culturally responsive thanks to virtual

platforms. Culturally competent telepsychiatry has the potential to improve the therapeutic alliance, raise treatment effectiveness, and promote diversity in mental health treatments. Self-care strategies and burnout prevention are widely emphasized in training programs for telepsychiatric practitioners. Providers learn how to manage the unique challenges and responsibilities that come with practicing remotely, in addition to learning how to establish boundaries between work and home life and access support networks. By putting self-care first, mental health professionals may preserve their wellbeing and continue offering their patients high-quality care.

2. Opportunities associated

The advantages of telepsychiatry adoption and application in India include the following.

- **Patient Satisfaction**

The provision of mental health care via remote communication technology, or telepsychiatry, has emerged as a paradigm-shifting strategy that greatly improves patient satisfaction in a number of ways. First of all, telepsychiatry improves patient accessibility and convenience by removing geographic restrictions and enabling people to obtain psychiatric care wherever they may be. By giving people access to expert mental health professionals who may not be available locally, this accessibility empowers patients, especially those living in distant or underserved locations. The stress and hassle of traveling to in-person appointments is lessened by patients' ability to obtain care from the convenience of their own homes. Additionally, telepsychiatry promotes a sense of confidentiality and seclusion, both of which are essential components of mental health treatment. Patients who participate in virtual sessions have more control over their surroundings and can pick a quiet, cozy setting for their therapy. In order to facilitate deeper therapeutic exploration and a stronger therapeutic bond between the patient

and psychiatrist, this feeling of seclusion enables patients to be more forthright and honest throughout their sessions. Telepsychiatry's comfort and privacy benefits might help patients become more engaged in their care, which can improve treatment outcomes and general satisfaction.

Telepsychiatry also has the capacity to provide flexible scheduling options, which is a huge benefit. Due to work obligations, transportation problems, or other personal commitments, many people find it difficult to keep their regular in-person visits. With the increased scheduling flexibility provided by telepsychiatry, patients' various demands can be met, and their overall happiness with their care is increased.

Telepsychiatry also offers the potential to lessen the stigma attached to receiving mental health care. Due to worries about being observed by others or the fear of being classified as mentally ill, some people may feel uneasy seeking psychiatric treatment at a medical clinic. Telepsychiatry offers a degree of anonymity that can lessen these worries and enable people to get the care they need without worrying about being judged by others by offering psychiatric services remotely. Through the creation of a more welcoming and inclusive environment for mental health care, this stigma reduction may have a good impact on patient satisfaction.

- **Accessibility**

Telepsychiatry has dramatically improved accessibility for people in need of psychiatric services, revolutionizing mental healthcare. Telepsychiatry removes geographic restrictions and makes it possible for individuals to receive mental health care wherever they are by utilizing remote

communication technologies. People who live in distant or underserved locations, where access to specialized psychiatric doctors may be limited or nonexistent, can particularly benefit from this. By bridging the gap between patient requirements and available resources, telepsychiatry makes ensuring that these people can get timely and effective therapy.

Telepsychiatry also improves accessibility by resolving numerous logistical issues. Many patients have trouble making it to in-person appointments because of things like transportation issues, physical limitations, or time restraints. Telepsychiatry minimizes the need for patients to visit to a physical clinic by providing virtual sessions, saving them time and lowering the cost of transportation. This ease makes it simpler for people to seek and participate in treatment since it enables them to get mental health treatments while relaxing in their homes or other appropriate settings.

The discrepancies in access to mental healthcare among marginalized groups, such as those living in rural or low-income areas, are also addressed through telepsychiatry. Due to scarce resources and a lack of mental health professionals in their communities, these people frequently face major obstacles when trying to get mental health care. By connecting patients in underserved areas with psychiatric specialists in other locations, telepsychiatry helps level the playing field. This virtual connection ensures that those in rural or underserved areas receive the same level of care as those in metropolitan or wealthy areas, fostering fairness in access to mental healthcare.

Telepsychiatry also promotes greater accessibility by offering services on a variety of platforms and devices. Patients can easily communicate with mental health specialists via widely accessible communication tools or secure teleconferencing platforms thanks to the widespread use of smartphones,

tablets, and PCs. This adaptability enables patients to participate in telepsychiatry sessions using tools they are already accustomed to, lowering technological hurdles and boosting accessibility in general.

- **Affordability**

The delivery of mental health services can now be more affordably and efficiently thanks to telepsychiatry. One of the main ways telepsychiatry accomplishes this is by saving patients money on traveling. Traditional in-person appointments frequently entail patients covering the costs of getting to and from the clinic, such as gas, parking, or public transit expenditures. Telepsychiatry greatly lowers these costs by removing the need for travel through virtual sessions, making mental health care more accessible and cheaper for people who may have limited financial resources.

Furthermore, by eliminating the need for childcare or lost work that in-person sessions frequently entail, telepsychiatry can save indirect expenses. To attend a psychiatric appointment, patients may need to take time off work or make childcare arrangements, which can result in missed pay or increased costs. By scheduling appointments using telepsychiatry, patients can minimize disruptions to their regular routines and the financial burden of missed work or childcare arrangements. Patients can schedule appointments at more convenient times, such as during their lunch breaks or after work hours.

Additionally, telepsychiatry can assist people in avoiding potential expenses associated with hospitalization or ER visits. Telepsychiatry can intervene early in the development of mental health issues by offering timely and accessible psychiatric care, avoiding crises and the need for more intense and expensive interventions. This preventive strategy not only enhances patient outcomes but also lowers total healthcare costs related to hospital stays or emergency services.

Additionally, the use of telepsychiatry can promote economically advantageous cooperation and consultations among medical specialists. Teleconferencing allows psychiatrists to communicate with other specialists, general practitioners, or therapists, facilitating multidisciplinary consultations and care coordination. This collaborative method streamlines the treatment process and lowers healthcare costs by doing away with the need for additional appointments or referrals.

Last but not least, telepsychiatry creates possibilities for affordable home-based care. In some circumstances, patients may need ongoing observation or follow-up visits, which can be successfully carried out by telepsychiatry. Telepsychiatry can save travel and related expenses while still providing patients with the required care and support in their homes by decreasing the need for frequent in-person visits.

- **Outcomes**

The field of mental health treatment has seen evidence that telepsychiatry has the ability to considerably improve clinical outcomes. The first benefit of telepsychiatry is improved patient treatment compliance. Telepsychiatry lowers barriers to consistent participation in therapy by removing the need for travel and providing flexible schedule alternatives. Virtual sessions have higher attendance and participation rates from patients, which improves treatment adherence and continuity of care. As patients receive the required assistance and interventions consistently over time, this enhanced adherence translates into better clinical outcomes.

Second, telepsychiatry encourages prompt access to care and early action. Patients can receive mental health care quickly through virtual sessions, avoiding the delays frequently seen with in-person meetings. With timely access, mental health disorders can be identified and treated earlier, which lowers

the likelihood of relapse and stops them from getting worse. Early intervention is essential for managing mental health illnesses and can result in better results, such as symptom reduction, increased functional capacity, and improved quality of life overall.

Telepsychiatry also makes it easier to continue monitoring and provide follow-up care. The use of remote communication technology allows mental health specialists to stay in constant contact with their patients, track their progress, and make necessary adjustments to treatment regimens. Continuous monitoring and assistance encourage better symptom control, deliver prompt interventions, and aid in averting crises or setbacks. Patients are more likely to seek out help and advice when they need it when they can conveniently access care remotely, which promotes a pro-active approach to managing mental health.

Telepsychiatry also makes it possible for interdisciplinary consultations and collaborative care. Teleconferencing allows psychiatrists to easily communicate with other medical professionals like primary care doctors, therapists, or social workers. With the help of various professionals sharing knowledge, exchanging data, and working together for the patient's best interests, comprehensive and integrated treatment regimens are made feasible by this collaborative approach. This multidisciplinary collaboration guarantees that patients receive complete care that covers all facets of their mental health, which is especially advantageous for challenging cases.

Telepsychiatry also provides a more individualized and patient-centered approach. Patients can interact with mental health specialists virtually from the convenience of their own homes or other chosen settings. As a result of their comfort and sense of control, patients are more engaged and eager to be open during therapy. For effective treatment outcomes, a strong therapeutic relationship and deeper therapeutic inquiry are made possible by the customized nature of telepsychiatry sessions.

<u>Advancements in Telepsychiatry</u>

Many nations experience severe shortages of mental health specialists, particularly in low- and middle-income areas. The WHO estimates that there are less than one psychiatrists per 100,000 persons on average. This paucity of resources emphasizes the need for cutting-edge approaches, such telemental health, to close the gap in therapy. By improving diagnosis, therapy, and general well-being, technological advancements have changed the field of psychological health. With tools for better sleep, stress reduction, meditation, and tracking, wearables and mobile apps make it possible for people to monitor and manage their mental health. By enhancing accessibility, anonymity, education, and awareness, technological improvements in the psychological health sector can help to reduce and lessen the stigma associated with mental health difficulties. Additionally, through encouraging a sense of belonging, peer support, and personal empowerment.

Discussion and Conclusion

For several reasons, Telepsychiatry is crucial to the field of mental health care. First off, it improves accessibility by enabling people to obtain mental health services without being constrained by geographic boundaries, especially those who live in distant places. Second, it makes scheduling visits easier and saves time and resources for both patients and psychiatrists by providing convenience and flexibility(7). Thirdly, by allowing regular communication and treatment, Telepsychiatry improves continuity of care, especially for people with chronic diseases. Additionally, it lowers stigma, promotes

better mental health results, and is economical. Additionally, it makes emergency interventions possible and offers prompt assistance in times of need. In general, Telepsychiatry is essential for increasing access, enhancing outcomes, and addressing issues with the provision of mental health care. For low- and middle-income countries (LMICs), Telepsychiatry offers numerous advantages. By overcoming geographical hurdles and a lack of resources, it helps close the mental health gap by linking disadvantaged areas with psychiatrists from all over the world(6). With the use of Telepsychiatry, mental health services can be provided more affordably and widely. Ethical standards, best practices, and guidelines must be developed to optimize and harmonize telemental health care for all patients. Enlisting all interested parties, legislators, and business representatives should promote and technically enhance the adoption of remote consultation through telepsychiatry(19).

Additionally, live real-time engagement necessitates the availability of specialized personnel during the consultation. Adding to the shortage of mental health experts in emerging nations like our own by requiring more of the workforce to supply these services could backfire. Additionally, there is still no consensus on how to handle emergency situations and fulfil one's responsibility of care(21). On the other hand, it may be more beneficial to incorporate mental health services within the current primary healthcare system without overtaxing the available resources. The National Mental Health Programme (NMHP)(7) reflects such a goal.

However, there is little research on the application and supporting data, especially in low- and middle-income nations like India(24). It is essential to carry out carefully planned comparative studies that assess diagnostic reliability, efficacy, and cost-effectiveness to advance the area of Telepsychiatry in developing nations. The special needs and resources of the developing world should be taken into consideration when designing these investigations. By conducting such study, Telepsychiatry's momentum can be strengthened, resulting in successful integration and impact in various areas.

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