ARTIFICIAL INTELLIGENCE AND MENTAL HEALTH

According to the WHO, mental health is the state of well-being in which a person can cope with the daily challenges, develop, learn, and work effectively. It is a fundamental part of overall health and well-being, **supporting the abilities to make decisions and establish healthy relationships.**

The use of artificial intelligence (AI)-based tools can have both positive and negative **repercussions** on **people's mental health and in healthcare relationships**, which are those between healthcare professionals and users.

AUTOMATING TO UNWIND

AI-based tools can offer basic medical care, answer frequently asked questions, and optimize appointment scheduling and management, **freeing healthcare professionals** from less relevant tasks and **improving the efficiency and quality of patient care.**

"In 2022, in Catalonia, 180,881 people (2.8% of the adult population) were treated at an adult mental health center."
(Agency of Quality and Evaluation in Health of Catalonia. Government of Catalonia, November 2023)

Visit our **"Recommendations for the proper use of Artificial Intelligence-based tools"** on URL's website

MORE ACCESSIBLE TREATMENTS

There are **experimental chatbot applications** that, based on real psychotherapeutic session data, respond as if they were psychologists. This has made the treatment of mental disorders more accessible but **carries risks, ethical dilemmas, and they are still not reliable.**

"Only 5.4% of the population has visited a psychologist, psychotherapist, or psychiatrist in the last 12 months." (National Health Survey of Spain. Ministry of Health, Consumption and Social Welfare, 2017)

PROFESSIONAL INTERPRETATION

While it is true that AI-based tools can assist in the **detection and analysis** of pathologies and disorders, **professional interpretation** is essential.

LACK OF HUMAN SKILL

Virtual assistants **cannot replace human relationships** or the emotional connection provided by healthcare professionals, especially in mental health, due to their lack of awareness, empathy, and humanity.

"In 2022, 24% of the adult population had problems with depression or anxiety, a 3.2% increase compared to the previous year. The highest percentage since 2010." (Idescat, 2022)

SELF-ESTEEM CARE

Good self-esteem is essential for making good decisions and **using reasoning** effectively to understand that AI tools are **only a support**. In addition, **technological dependence should be prevented.**

"The 4.3% of the population aged 15-64 engages in compulsive Internet use. Among behavioral addictions, 3% are digital addictions." ("Addiction Information System of Catalonia". Public Health Agency of Catalonia. Government of Catalonia, 2023)

For whom would you prefer to be attended, by a PERSON or by a MACHINE?