

# Information for Users

## RELIEF Preventive Digital Mental Health Management Platform

### Welcome to RELIEF

RELIEF is a preventive digital mental-health and wellness platform developed to support students and young adults through:

- emotional wellness support,
- stress management,
- resilience-building,
- psychometric screening,
- AI-assisted emotional engagement,
- counselling pathways,
- tele-support,
- and referral services.

The platform has been developed with the involvement of psychiatrists, psychologists, counsellors, public-health experts, psychometricians, educators, and digital-health specialists. The objective is to improve emotional awareness, encourage early help-seeking, reduce stigma, and strengthen access to mental-health support.

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## Purpose of the Platform

RELIEF is designed to:

- help users better understand stress, emotional well-being, coping, and resilience,
- provide supportive emotional engagement,
- promote wellness and self-care,
- facilitate early identification of emotional vulnerability,
- encourage timely professional help-seeking,
- and improve continuity of emotional support.

RELIEF is intended as a preventive and supportive emotional-health platform and should be used as a wellness and self-help support system. It is not designed to independently diagnose psychiatric disorders or replace professional mental-health care.

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# AI-Based Emotional Support

RELIEF includes AI-assisted emotional engagement and support features. These systems are designed to:

- answer common emotional-health questions,
- provide wellness guidance,
- support stress management,
- encourage coping strategies,
- offer emotional reflection,
- and guide users toward appropriate support pathways.

Users should understand that:

- they are interacting with an AI system and not a human therapist or psychiatrist,
- AI-generated responses may occasionally be incomplete or inaccurate,
- AI systems cannot independently diagnose mental-health conditions,
- and AI support should not replace professional psychiatric or psychological care.

The AI system is intended to function as:

- an emotional-support tool,
- a wellness companion,
- a self-help support system,
- and a bridge toward professional care when required.

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## Scope and Limitations

RELIEF does **not**:

- provide emergency psychiatric services,
- replace professional diagnosis or therapy,
- prescribe medications,
- independently diagnose psychiatric disorders,
- or function as a crisis-response service.

Screening results, wellness scores, emotional indicators, or AI responses are supportive tools only and should not be interpreted as definitive medical diagnoses.

If emotional distress becomes severe, persistent, or affects daily functioning, users are encouraged to seek professional support from:

- psychiatrists,
  - psychologists,
  - counsellors,
  - hospitals,
  - crisis helplines,
  - or emergency services.
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## **When to Seek Immediate Professional Help**

Please seek urgent professional support if you experience:

- suicidal thoughts,
- self-harm urges,
- severe hopelessness,
- psychotic symptoms,
- panic or emotional crisis,
- inability to function normally,
- severe behavioural changes,
- or worsening emotional distress.

RELIEF may provide prompts encouraging professional help-seeking and may display crisis-support options where appropriate.

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## **Wellness and Self-Help Features**

RELIEF may include:

- stress-management exercises,
- mindfulness practices,
- breathing techniques,
- emotional-regulation tools,
- resilience-building activities,
- sleep and wellness guidance,
- coping-skills support,
- psychoeducational resources,
- and self-care programs.

These features are designed to support emotional well-being and improve resilience. Users should use them responsibly and discontinue any activity that increases distress or discomfort.

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## **Psychometric Screening and Assessments**

RELIEF may provide psychometric assessments evaluating:

- stress,
- emotional symptoms,
- coping ability,
- resilience,
- psychosocial vulnerability,
- functioning,
- and suicide-risk indicators.

These assessments are preventive screening tools intended to support self-awareness and early identification of emotional vulnerability. Results should not be considered definitive clinical diagnoses and may require professional interpretation.

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## **Human Support and Counselling**

Where available, RELIEF may offer:

- counselling pathways,
- tele-support,
- tele-counselling,
- psychiatrist consultations,
- wellness coaching,
- and referral services.

Users will be informed clearly regarding:

- the nature of available support,
  - professional qualifications,
  - response times,
  - associated costs (if any),
  - and availability of services.
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# Privacy, Confidentiality, and Data Protection

RELIEF is committed to:

- confidentiality,
- ethical data handling,
- secure storage,
- informed consent,
- and user privacy.

The platform follows principles of:

- data minimization,
- encrypted storage,
- secure transmission,
- role-based access,
- and controlled use of sensitive information.

Users will be informed about:

- what data are collected,
- why data are collected,
- how long data are stored,
- whether data are shared,
- and how users may request deletion of their information.

Users may review and modify consent settings where applicable.

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## Responsible Use of the Platform

Users are encouraged to:

- use RELIEF as a supportive wellness tool,
- maintain healthy real-world relationships,
- seek human support when needed,
- avoid excessive emotional reliance on AI interactions,
- and discuss digital-tool use with healthcare professionals where appropriate.

If the platform causes confusion, distress, emotional dependency, or discomfort, users are encouraged to discontinue use and seek professional guidance.

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# Scientific and Professional Foundation

The RELIEF framework has been developed with multidisciplinary professional involvement including:

- psychiatrists,
- psychologists,
- counsellors,
- psychometricians,
- public-health experts,
- educators,
- and digital-health specialists.

The psychometric framework has undergone research validation involving approximately 1,700 participants demonstrating strong reliability and validity characteristics.

The project has also undergone expert review processes and has been presented before senior academic and governmental stakeholders.

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## User Rights

Users have the right to:

- receive clear information about the platform,
  - understand the limitations of the system,
  - control consent and privacy settings,
  - request deletion of their data where applicable,
  - withdraw participation,
  - and seek professional support independently at any stage.
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## Final Note

RELIEF aims to support emotional well-being through prevention, wellness, resilience-building, emotional engagement, early identification, and accessible support pathways. The platform is intended to complement — not replace — human relationships, professional mental-health care, or emergency medical services.

Seeking support is a sign of strength, and early emotional care can help improve well-being, resilience, functioning, and quality of life.

