

# Braving the Epidemic

## 敢創抗疫



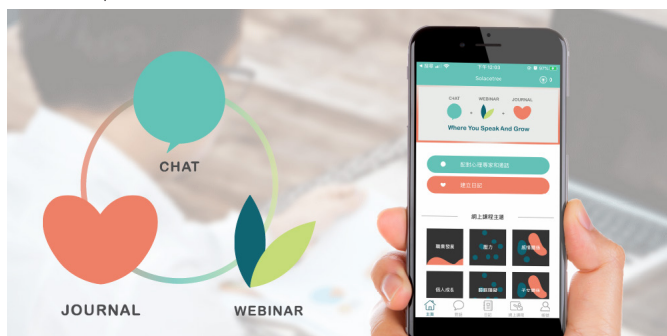
## “It’s Okay to be Not Okay”

### Finding a professional confidant through a digital medium

Mary works as a specialist nurse in a public hospital. Like many other working moms in Hong Kong, she finds herself exhausted at the end of every working day. Spending any extra time she has with her son at home gives her the motivation to go on. However, not only did the coronavirus outbreak bring a heavier workload, it also greatly increased her fear of bringing the infection to her family. The hard-working mom was so deeply concerned that she began suffering from serious insomnia for months, and she suspected she may have had mild depression. Nevertheless, she hesitated to seek help from friends or colleagues.

One day, Mary began looking into relevant symptoms online, and by chance she discovered the “Solacetre” mobile app, saying “Feeling anxious under the epidemic? You are not alone.” She realised she could receive counselling from clinical psychiatrists through voice or video chats online, so she decided to give it a try. At long last, she was able to pour out her fears and concerns. After several online consultation sessions, her insomnia significantly improved.

Under the threat of the current pandemic, many people in Hong Kong, medical workers in particular, are understandably affected by anxiety and depression. In January 2020, Cyberport Community Member Solacetre Counselling Limited launched a mobile counselling service application “Solacetre.” The company’s aim was to connect users to CPs for counselling by voice or video call. In light of the outbreak of COVID-19, Solacetre also plans to host more free webinars to help people facing emotional problems.



Dr Albert Chan, Clinical Psychologist Professor and director of Solacetre Counselling Limited, is concerned about the stretched and stressed emotions of Hong Kong people, “The pandemic has brought exceptional challenges to everyone in Hong Kong, economically and mentally. By offering affordable online consultation services and free well-being webinars, we hope people with emotional problems are more willing to seek professional help. It’s important for them to understand that It’s Okay to be Not Okay.”

Solacetre matches the appropriate CP to the user based on the background information provided, such as gender, education, and such psychological problems as anxiety, family conflicts or sleep disorders. Through Solacetre’s matching capabilities, the pairing can be done quickly and easily.

Patients can also schedule an appointment with a CP anywhere and anytime. Yes, even late at night when they are most alone and vulnerable. To protect their privacy, users can choose to register with their actual names or opt to remain anonymous. They can also choose to show or hide their faces, via video chats. Both the user client and the database of Solacetre are encrypted, thus ensuring patients a peace of mind to talk freely.



#### Quick facts



- The first mobile app in Hong Kong offering online counselling services.
- The cost of Solacetre counselling services is almost half the usual market price, lowering the threshold to seek help.
- The Solacetre mobile app features a journal function allowing users to record their daily emotions and share with their counsellors for evaluation.

#### Company Profile

Solacetre is a mobile app by which users can be connected to clinical psychiatrists at roughly half the market price. It is a digitalised platform with the goal to promote personal growth and mental well-being. Patients’ privacy is always Solacetre’s highest priority. Users can thus be assured of having a secured and fully confidential consultation anonymously.



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Learn more about  
Solacetre

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## “It's Okay to be Not Okay” 讓手機充當樹洞



Mary在公立醫院任職專科護士，儘管身心俱疲，與兒子共處就是她最佳的精神食糧。新冠病毒疫情來襲加重她的工作壓力，更擔心受感染而再傳染給家人，因此長期陷入嚴重失眠，甚至懷疑自己有點輕度抑鬱，也不敢向同事求助。一天她忍不住上網搜尋相關病徵，途中看到「Solacetreer」廣告：「疫情下抑鬱焦慮？You are not alone」發現原來可以透過手機應用程式，與臨牀心理學家以語音或視訊通話進行心理輔導，就像向樹洞訴心事。她於是嘗試進行網上諮詢服務，經過數次諮詢後失眠情況已得到明顯改善。

新冠病毒疫情肆虐，香港大部分市民、特別是從事醫護相關工作的人員都被疫情影響致情緒低落。數碼港初創「心會說顧問」於2020年1月推出手機程式，「Solacetreer」讓用家透過視像會議跟專業心理學家溝通，舒緩情緒問題；受疫情影響，公司計劃舉行更多網上講座及免費webinar幫助有需要的人，並同步進行推廣。

「心會說顧問」董事、臨牀心理學博士陳俊雄表示：「新冠病毒疫情影響每個香港人的生活。我們希望透過為網上諮詢服務提供折扣以及免費的心靈健康網上webinar，幫助用家舒緩情緒，並鼓勵受情緒問題困擾的朋友要伸手求助，希望大家明白It's Okay to be Not Okay。」



用家可以隨時隨地、尤其夜深獨處時使用Solacetreer預約心理輔導，而為保障患者私隱，用家可選擇是否在對話期間顯示容貌，也可以進行匿名諮詢。心會說顧問的瀏覽系統及資料庫均經過加密，令人放心暢所欲言。



Solacetreer根據用家輸入的背景資料如性別、學歷，以及所面對的心理問題如焦慮、家庭衝突或者睡眠問題等，配對合適的臨牀心理學家。通過Solacetreer的配對，用家可更易找到合適的臨牀心理學家。

### 速覽



- 本港首個提供網上輔導服務的手機程式。
- 透過Solacetreer進行心理諮詢費用比市價低約一半，降低患者求助門檻。
- Solacetreer手機應用程式亦附有日記功能，可選擇與輔導員分享，以更準確判斷用戶情況。

### 公司簡介

「心會說」是一個手機應用程式，它採用獨家的配對方法，以一半的市場價格將用戶與專業臨牀心理學家聯繫起來。它是一個可以幫助用戶促進個人成長和心智健康的平台。保障用戶私隱是「心會說」的首要任務之一，並會嚴謹地保障用戶的個人私隱。



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