

Who cares for the caregiver? How Intellect supports the mental health of healthcare professionals in Singapore

Prioritising the mental wellbeing of employees in the healthcare sector is of critical importance. This industry case study highlights the potential benefits of incorporating digital mental health solutions into healthcare settings, and how Intellect tailored a solution for two healthcare groups in Singapore.

The Challenge

Addressing chronic mental health issues in the healthcare industry

A 2022 study revealed that healthcare workers in Southeast Asian countries experience anxiety, depression, and job burnout, with Singapore reporting the highest proportions at **21%, 9%, and 39%** respectively.

The healthcare ecosystem includes physicians, nurses, allied medical professionals, support staff, and others from diverse backgrounds. Given the cultural nuances and accessibility concerns, providing adequate support requires careful consideration.

Since these professionals work in shifts to provide care, on-site and real-time engagement is necessary to better support their mental wellbeing.

The Solution

Mental health coverage for all members of the healthcare ecosystem

Recognising the diversity of the industry's workforce, Intellect provided a one-stop shop that offers care in the moments that matter.

With the hectic nature of their jobs, finding time for in-person therapy or counselling sessions can be challenging. Intellect provides 24/7 access to the self-care app and helpline with next-day counselling and coaching sessions available.

Employees can access resources when needed without disclosing any private information to their employer. A valuable feature, since not every employee may be comfortable with opening up to their managers or their in-house psychologists.

For Frontliners and Shift Workers



24/7 access to self-guided cognitive behavioural therapy (CBT) programmes anytime, anywhere



On-demand coaching sessions to support employees on daily challenges



Experienced, vetted, and trained EAP responders for immediate response



Wide omnichannel access to providers of **13 languages** and from **20 countries**

For Management



Aggregated and anonymised insights presented on an end-of-term evaluation



Real-time access to an HR analytics dashboard for a pulse on employee wellbeing across different departments



Highly qualified clinical research team with published peer-reviewed studies to lend consultative expertise and demonstrate platform efficacy



Integration with medical facility to scale existing support

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