

Esther, 24

Medical receptionist & nursing student who uses tele-tech to support her mental wellbeing, *BRISBANE*

In May 2021, after succumbing to a physical illness which she had previously battled for more than a year, the mental health of medical receptionist and nursing student, Esther, 24, Brisbane, began to decline.

Unable to switch her mind off, Esther's thoughts soon spiralled out of control.

She sought professional support from her GP, and was subsequently referred to an in-clinic psychologist, with whom she unfortunately, failed to gel. After reaching out to a string of mental health hotlines that offered minimal support, Esther finally came across My Mirror – an Australian, digital mental health clinic that strives to normalise the process of talking to a mental healthcare professional.



Through My Mirror, she was matched with a psychologist tailored to her personality and situation, and was able to book a consultation almost immediately. Thankful for being able to attend My Mirror digital therapy sessions from both the comfort and discretion of her own room, Esther's mental health gradually improved.

Today, Esther is wishing to share her story, to help raise community awareness of the importance of seeking proactive, tele-tech mental health support.

This is Esther's story.

"I just wasn't feeling myself. My mind felt like it was racing and spiralling out of control, and I just couldn't escape my thoughts," said Esther, reflecting on her mental health less than three months ago.

"I knew I needed to speak to a mental health professional, but as a student, I was worried that I couldn't afford it," said Esther.

"I visited my GP, who diagnosed me with anxiety and depression, and referred me to an in-clinic psychologist for further professional support."

Unfortunately for Esther however, she failed to connect with the psychologist.

"Managing your mental health is such a personal thing, and unfortunately, I just didn't gel with that therapist.

"I then tried a few mental health hotlines, but they offered me very limited support," Esther said.

After researching other options, Esther came across My Mirror.

"I was able to book in almost immediately, and was really grateful to be matched with a psychologist who suited both my situation and personality.

"I also appreciated being able to attend the session from the discretion and comfort of my own bedroom, because I tend to find in-person settings to be quite clinical," said Esther.

"I felt completely at ease, and was able to open up to the psychologist. She asked me questions in a way that made sense to me, and helped me to feel really supported.

"I was also grateful to be able to use the mental health care plan referral my GP gave me," Esther said.

Esther has had four sessions to date with a My Mirror psychologist. She enjoys the convenience of using a tele-tech service to help manage her mental health and wellbeing, and maintains it is a great option for anyone in need of professional, timely and convenient psychological support, particularly those unable to access local services, or to leave their homes.

Esther is wishing to share her story, to help others who are struggling with their mental health, particularly during the current COVID-19 pandemic.

"I reached a point at which I felt very alone. I thought noone could understand my situation.

"Speaking to a psychologist helped me to realise that I was not alone in my experience, and that it was okay to be feeling that way, because it wouldn't always be the case," said Esther.

"Although some choose to shy away from seeing a psychologist, there is nothing wrong with proactively seeking mental health support.

"My message is simple. Don't be afraid to reach out for help. Professional, tele-tech support can give you the confidence to regain control of how you're feeling, which is very empowering," Esther said.

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