

COVID-19 and Telemental Health Service Use Survey (CTHSUS)

Telemental Health Service Use

Instructions: Telemental health services include the use of voice call, video call, text messaging, mobile app, web-based formats (e.g., website, email), internet support group or chat room to receive mental health treatment or counseling. Please answer all questions to the best of your ability. There are no right or wrong answers.

1. How has the coronavirus (COVID-19) pandemic impacted your mental health?

- Not at all impacted (1)
 - Slightly impacted (2)
 - Somewhat impacted (3)
 - Moderately impacted (4)
 - Highly impacted (5)
-

2. Have you felt the need to seek mental health treatment or counseling due to how the COVID-19 pandemic has affected your mental health?

- Yes (1)
 - No (2)
 - Refused (3)
-

3. Since you were made aware of the coronavirus (COVID-19) pandemic, have you received mental health treatment or counseling by any of the methods listed below? *Select all that apply.*

- Voice call (1)
 - Video call (2)
 - Text messaging (3)
 - Other, please specify (4)
-
- Mobile app (5)
 - Web-based formats (e.g., website, email) (6)
 - Internet support group or chat room (7)
 - I did not use any of these methods (8)

Skip To: Q25 If Since you were made aware of the coronavirus (COVID-19) pandemic, have you received mental health... = I did not use any of these methods

Display This Question:

If Q3 Since you were made aware of the coronavirus (COVID-19) pandemic, have you received mental health... = Voice call

4. Since you were made aware of the coronavirus (COVID-19) pandemic, how often have you used a voice call to receive mental health treatment or counseling?

- Less than once per month (1)
 - 1-2 times per month (2)
 - 3-4 times per month (3)
 - 5 or more times per month (4)
-

Display This Question:

If Q3 Since you were made aware of the coronavirus (COVID-19) pandemic, have you received mental health... = Video call

5. Since you were made aware of the coronavirus (COVID-19) pandemic, how often have you used a video call to receive mental health treatment or counseling?

- Less than once per month (1)
 - 1-2 times per month (2)
 - 3-4 times per month (3)
 - 5 or more times per month (4)
-

Display This Question:

If Q3 Since you were made aware of the coronavirus (COVID-19) pandemic, have you received mental health... = Text messaging

6. Since you were made aware of the coronavirus (COVID-19) pandemic, how often have you used text messaging to receive mental health treatment or counseling?

- Less than once per month (1)
 - 1-2 times per month (2)
 - 3-4 times per month (3)
 - 5 or more times per month (4)
-

Display This Question:

If Q3 Since you were made aware of the coronavirus (COVID-19) pandemic, have you received mental health... = Mobile app

7. Since you were made aware of the coronavirus (COVID-19) pandemic, how often have you used a mobile app to receive mental health treatment or counseling?

- Less than once per month (1)
 - 1-2 times per month (2)
 - 3-4 times per month (3)
 - 5 or more times per month (4)
-

Display This Question:

If Q3 Since you were made aware of the coronavirus (COVID-19) pandemic, have you received mental health... = Web-based formats (e.g., website, email)

8. Since you were made aware of the coronavirus (COVID-19) pandemic, how often have you used a web-based format (e.g., website, email) to receive mental health treatment or counseling?

- Less than once per month (1)
 - 1-2 times per month (2)
 - 3-4 times per month (3)
 - 5 or more times per month (4)
-

Display This Question:

If Q3 Since you were made aware of the coronavirus (COVID-19) pandemic, have you received mental health... = Internet support group or chat room

9. Since you were made aware of the coronavirus (COVID-19) pandemic, how often have you used an internet support group or chat room to receive mental health treatment or counseling?

- Less than once per month (1)
 - 1-2 times per month (2)
 - 3-4 times per month (3)
 - 5 or more times per month (4)
-

Display This Question:

If Q3 Since you were made aware of the coronavirus (COVID-19) pandemic, have you received mental health... Other, please specify Is Not Empty

10. Since you were made aware of the coronavirus (COVID-19) pandemic, how often have you used a [{Q3/TextEntryValue/4}](#) to receive mental health treatment or counseling?

- Less than once per month (1)
 - 1-2 times per month (2)
 - 3-4 times per month (3)
 - 5 or more times per month (4)
-

Display This Question:

If Q3 Since you were made aware of the coronavirus (COVID-19) pandemic, have you received mental health... = Voice call

11. Overall, what was your level of satisfaction with using a voice call to receive mental health treatment or counseling?

- Completely dissatisfied (1)
 - Mostly dissatisfied (2)
 - Somewhat dissatisfied (3)
 - Neither satisfied or dissatisfied (4)
 - Somewhat satisfied (5)
 - Mostly satisfied (6)
 - Completely satisfied (7)
-

Display This Question:

If Q3 Since you were made aware of the coronavirus (COVID-19) pandemic, have you received mental health... = Video call

12. Overall, what was your level of satisfaction with using a video call to receive mental health treatment or counseling?

- Completely dissatisfied (1)
 - Mostly dissatisfied (2)
 - Somewhat dissatisfied (3)
 - Neither satisfied or dissatisfied (4)
 - Somewhat satisfied (5)
 - Mostly satisfied (6)
 - Completely satisfied (7)
-

Display This Question:

If Q3 Since you were made aware of the coronavirus (COVID-19) pandemic, have you received mental health... = Text messaging

13. Overall, what was your level of satisfaction with using text messaging to receive mental health treatment or counseling?

- Completely dissatisfied (1)
- Mostly dissatisfied (2)
- Somewhat dissatisfied (3)
- Neither satisfied or dissatisfied (4)
- Somewhat satisfied (5)
- Mostly satisfied (6)
- Completely satisfied (7)

Display This Question:

If Q3 Since you were made aware of the coronavirus (COVID-19) pandemic, have you received mental health... = Mobile app

14. Overall, what was your level of satisfaction with using a mobile app to receive mental health treatment or counseling?

- Completely dissatisfied (1)
- Mostly dissatisfied (2)
- Somewhat dissatisfied (3)
- Neither satisfied or dissatisfied (4)
- Somewhat satisfied (5)
- Mostly satisfied (6)
- Completely satisfied (7)

Display This Question:

If Q3 Since you were made aware of the coronavirus (COVID-19) pandemic, have you received mental health... = Web-based formats (e.g., website, email)

15. Overall, what was your level of satisfaction with using a web-based format (e.g., website, email) to receive mental health treatment or counseling?

- Completely dissatisfied (1)
 - Mostly dissatisfied (2)
 - Somewhat dissatisfied (3)
 - Neither satisfied or dissatisfied (4)
 - Somewhat satisfied (5)
 - Mostly satisfied (6)
 - Completely satisfied (7)
-

Display This Question:

If Q3 Since you were made aware of the coronavirus (COVID-19) pandemic, have you received mental health... = Internet support group or chat room

16. Overall, what was your level of satisfaction with using an internet support group or chat room to receive mental health treatment or counseling?

- Completely dissatisfied (1)
- Mostly dissatisfied (2)
- Somewhat dissatisfied (3)
- Neither satisfied or dissatisfied (4)
- Somewhat satisfied (5)
- Mostly satisfied (6)
- Completely satisfied (7)

Display This Question:

If Q3 Since you were made aware of the coronavirus (COVID-19) pandemic, have you received mental health treatment or counseling by any of the methods listed below? Select all that apply. Other, please specify Is Not Empty

17. Overall, what was your level of satisfaction with using a {Q3/TextEntryValue/4} to receive mental health treatment or counseling?

- Completely dissatisfied (1)
 - Mostly dissatisfied (2)
 - Somewhat dissatisfied (3)
 - Neither satisfied or dissatisfied (4)
 - Somewhat satisfied (5)
 - Mostly satisfied (6)
 - Completely satisfied (7)
-

Display This Question:

If Q3 Since you were made aware of the coronavirus (COVID-19) pandemic, have you received mental health... = Voice call

18. How likely are you to recommend the use of a voice call to others to receive mental health treatment or counseling?

- Extremely unlikely (1)
 - Unlikely (2)
 - Neutral (3)
 - Likely (4)
 - Extremely likely (5)
-

Display This Question:

If Q3 Since you were made aware of the coronavirus (COVID-19) pandemic, have you received mental health... = Video call

19. How likely are you to recommend the use of a video call to others to receive mental health treatment or counseling?

- Extremely unlikely (1)
 - Unlikely (2)
 - Neutral (3)
 - Likely (4)
 - Extremely likely (5)
-

Display This Question:

If Q3 Since you were made aware of the coronavirus (COVID-19) pandemic, have you received mental health... = Text messaging

20. How likely are you to recommend the use of text messaging to others to receive mental health treatment or counseling?

- Extremely unlikely (1)
 - Unlikely (2)
 - Neutral (3)
 - Likely (4)
 - Extremely likely (5)
-

Display This Question:

If Q3 Since you were made aware of the coronavirus (COVID-19) pandemic, have you received mental health... = Mobile app

21. How likely are you to recommend the use of a mobile app to others to receive mental health treatment or counseling?

- Extremely unlikely (1)
 - Unlikely (2)
 - Neutral (3)
 - Likely (4)
 - Extremely likely (5)
-

Display This Question:

If Q3 Since you were made aware of the coronavirus (COVID-19) pandemic, have you received mental health... = Web-based formats (e.g., website, email)

22. How likely are you to recommend the use of a web-based format (e.g., website, email) to others to receive mental health treatment or counseling?

- Extremely unlikely (1)
 - Unlikely (2)
 - Neutral (3)
 - Likely (4)
 - Extremely likely (5)
-

Display This Question:

If Q3 Since you were made aware of the coronavirus (COVID-19) pandemic, have you received mental health... = Internet support group or chat room

23. How likely are you to recommend the use of an internet support group or chat room to others to receive mental health treatment or counseling?

- Extremely unlikely (1)
 - Unlikely (2)
 - Neutral (3)
 - Likely (4)
 - Extremely likely (5)
-

Display This Question:

If Q3 Since you were made aware of the coronavirus (COVID-19) pandemic, have you received mental health treatment or counseling by any of the methods listed below? Select all that apply. Other, please specify Is Not Empty

24. How likely are you to recommend the use of a [{Q3/TextEntryValue/4}](#) to others to receive mental health treatment or counseling?

- Extremely unlikely (1)
- Unlikely (2)
- Neutral (3)
- Likely (4)
- Extremely likely (5)

25. Have you ever considered using telemental health services (e.g., voice call, video call, text messaging) to receive mental health treatment or counseling but decided not to?

- Yes (1)
- No (2)
- Refused (3)

Skip To: End of Survey If Have you ever considered using telemental health services (e.g., voice call, video call, text mes... = No

Skip To: End of Survey If Have you ever considered using telemental health services (e.g., voice call, video call, text mes... = Refused

26. What were the reason(s) why you decided not to use telemental health services (e.g., voice call, video call, text messaging) to receive mental health treatment or counseling? *Select all that apply.*

- Cost (1)
 - Concerns about privacy and confidentiality (2)
 - Feel that it is impersonal (10)
 - The option to use telemental health services was not available to me (3)
 - Other, please specify (11)
-
- Feel that it is an insufficient way to receive mental health treatment or counseling (4)
 - Unaware of the option to use telemental health services (5)
 - Prefer in-person mental health treatment or counseling (6)
 - Didn't feel like I needed it (7)
-