



# ↗ Wise Up

The latest on AI for Mental Health: Brought to you by Wysa

Not all AI is fit for care:  
Why we need better,  
safer solutions than  
ChatGPT

Feeling anxious about  
the news? You're not  
alone. Let's talk war  
anxiety

Wysa partners with  
RxCap to advance  
medication  
adherence

Ask Smriti:

How can I better  
engage patients in  
therapy?

**NEW** research  
demonstrates Wysa's  
effectiveness for  
chronic pain patients

What type of friend  
are you? Take the  
quiz!

Finding confidence,  
control and calm.  
Chloe's story managing  
stress and anxiety

Student speaks out: My  
Role as a Wysa Brand  
Ambassador at Ithaca  
College

# In this issue



---

4

## Wise news round up

The latest industry news in AI, healthcare and mental health.

---

6

## Wysa partners with RxCap

Advancing medication adherence and improved patient care.

---

8

## Not all AI is fit for care

Why we need better, safer solutions than ChatGPT.

---

10

## I love using Wysa, and think you will too!

A student's perspective on Wysa's mental health support for Ithaca College.

---

12

## New research into chronic pain outcomes

Wysa's effectiveness in significantly improving depression and anxiety.

---

14

## Feeling anxious about the news?

Coping with war anxiety.

---

16

## What type of friend are you?

The rock, the listener, or the low-maintenance pal, take the quiz!

---

18

## How can I better engage patients?

Smriti Joshi shares advice for increasing engagement in therapy.

---

20

## Finding confidence, control and calm

How Wysa helped Chloe through stress and anxiety.

---



# Welcome

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Dear Readers,

Welcome to the latest edition of Wise Up!

We kick things off with exciting news: Wysa has partnered with RxCap to advance medication adherence. This collaboration brings together AI and remote medication monitoring to create a more connected, consistent approach to care.

Also in this issue, Wysa's CEO, Jo Aggarwal, shares a timely thought leadership piece, "Not all AI is fit for care." With ChatGPT increasingly used as an unregulated mental health support, Jo explores the risks and why responsible organizations must set a higher standard.

On campus, we hear directly from a student at Ithaca College who shares what inspired him to become a Wysa Student Ambassador and how digital tools can make a difference.



We highlight a new independent study from the University of Vermont, replicating previous research findings from 2022 on Wysa's effectiveness for improving symptoms of depression and anxiety for chronic pain patients in real-world primary care.

If you're feeling anxious about the news lately, you're not alone. Registered Clinical Psychologist, Nithi Sharma, talks war anxiety, including signs to look out for in both adults and children.

Would you consider yourself the advice-giver, the fun friend, or low-maintenance pal? Take our quiz to discover what kind of friend you are.

In our Ask Smriti column, Smriti shares actionable advice for therapists and practitioners on how to improve patient engagement in therapy.

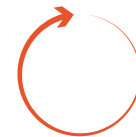
Finally, we're honored to share 22-year-old Chloe's story from Dublin. Wysa helped her find calm, clarity, and confidence during a difficult time.

As always, thank you for reading and for being part of the Wysa community. We hope to see you here again next time.

*Megan*

Megan Kirk, Marketing Manager, Wysa

# Wise news round-up



## What is the key to happiness? Global flourishing study shares surprising findings

A new global study from Harvard University, Baylor University, and Gallup reveals troubling trends about the wellbeing of young adults, particularly in the U.S. Young people aged 18–29 are struggling more now than in previous generations, with lower levels of life satisfaction and mental health.

The study, which includes data from 207,000 participants across 22 countries, found that while older adults report higher flourishing scores, the younger generation faces significant challenges, especially in areas like mental health. This shift challenges the long-held belief that flourishing follows a U-shaped curve with age, suggesting instead that flourishing remains steady until around age 50, then increases.

The study also highlights the impact of faith and community involvement on wellbeing, noting that participation in religious services is linked to higher flourishing levels across various countries.



## India's mental health insurance claims rise 30% amidst growing awareness

According to Policybazaar, mental health insurance claims in India have risen by 30%–50% over the past 2–3 years, driven by greater awareness, broader OPD benefits, and reduced stigma.

Most claims are for mild to moderate conditions like anxiety and depression, showing that more people are seeking support early.

Young adults aged 25–35 are leading the shift, with strong engagement in digital therapy and rising policy adoption. This rise in claims is a positive sign: mental health is finally being treated as essential care.

Tier 1 cities account for over half of mental health insurance uptake, supported by better access to services and progressive corporate policies.

Searches for mental health coverage also jumped 41% year-on-year in 2025, reflecting a growing demand for care that's accessible and covered.





### Therapy and companionship: How people are using gen AI in 2025

Insight from the updated Top-100 Gen AI Use Case Report published in the Harvard Business Review, reveals the top use case for Gen AI in 2025 is therapy and companionship.

Based on real user data from Reddit, Quora, and other forums, the research highlights how people are turning to AI for affordable, judgment-free support, especially in places with limited access to mental health care.

The question is, are general purpose AI's like ChatGPT safe to support users with their mental health?



### Can AI care for your elderly loved ones through the night?

AI technology is making strides in social care with cutting-edge innovations like robot trainers that teach carers, pain detection apps that use facial recognition to identify discomfort, and fall-monitoring sensors that track residents' safety overnight.

These advancements are transforming how care is delivered, providing more accurate, timely interventions that enhance both the quality of care and the comfort of residents. With AI's ability to monitor and analyze real-time data, caregivers are empowered to respond faster and more effectively, ensuring better outcomes for elderly individuals in care settings.



### New safety rules for digital mental health tech companies

Some digital mental health tools including AI assessments, symptom trackers and VR therapy are now officially classed as medical devices by the UK's Medicines and Healthcare Products Regulatory Agency (MHRA). That means stricter safety and performance standards, more regulatory oversight, and legal responsibility for developers whose products are used to diagnose or treat mental health conditions.

For patients, this change means greater protection. The tools they turn to for support will need to prove they're safe, effective, and clinically sound, giving users more confidence in the care they're receiving, especially when that support is delivered digitally.

# AI and Mental Health

# Wysa partners with RxCap to advance medication adherence

We're excited to announce a new strategic partnership between Wysa and RxCap, a leading provider of remote monitoring solutions for medication adherence. The collaboration brings RxCap's remote monitoring technology into Wysa's care platform, giving provider clients real-time insights into medication adherence to help drive better patient outcomes and more effective care management.

Through this integration, Wysa's healthcare clients can now deploy RxCap's connected adherence devices and cloud-based software directly within their existing care workflows. Providers and care teams gain the ability to monitor medication intake in real time, identify non-adherence, deliver timely interventions, and support patients managing complex medication regimens, with no added burden for patients. In addition to Wysa's integrated behavioral health platform, clients will have

access to RxCap's remote monitoring capabilities for patients who may benefit from broader remote support. The combined solution enhances therapy outcomes, increases patient engagement, and enables providers to access new reimbursable services

## How the SmartCap

1.



### Patient receives a SmartCap

We'll send a special cap to use with the patient's pill bottle



"Medication non-adherence is one of the biggest challenges in behavioral health and healthcare at-large, and this can significantly undermine treatment effectiveness," said Ramakant Vempati, co-founder and President of Wysa.

"By integrating RxCap's remote monitoring technology into Wysa's unique care delivery platform, we're giving providers a powerful tool to close this gap and proactively support their patients' health, all while helping them capture additional revenue."

RxCap's technology includes smart adherence tracking devices, physiological device integrations, and patient engagement software that seamlessly report data to clinicians. The platform's analytics engine can flag potential issues such as missed doses, allowing providers to follow up with tailored interventions.

With this new partnership, Wysa's customers will be able to deploy these tools as part of their existing care workflows, without adding friction for their patients.

"This partnership with Wysa reflects our shared commitment to transforming patient care with smart, scalable technology," said Sreeram Ramakrishnan, CEO of RxCap.

"Wysa's innovative platform has changed the way healthcare is delivered, and we're excited to bring our proven adherence technology to a broader network of providers. Together, we can make a meaningful difference in treatment outcomes for patients."

The rollout will begin with a select group of provider organizations in July 2025, with broader availability to follow later in the year. Both companies will work closely with provider organizations to ensure seamless integration, clinician training, and patient support.



## works:

2.



### Take medication

Each time the patient opens the cap, it logs the time

3.



### Dose is logged

The cap sends the dose time to the Wysa care team

4.



### Auto reminders

If the patient misses a dose, they will receive a reminder alert

5.



### A clinician checks in

A Wysa care team member calls once a month

# Not all AI is fit for care

ChatGPT is becoming an unregulated therapist. Here's why responsible organizations need a better solution.



By [Jo Aggarwal](#), CEO and Founder, Wysa

The recent [Harvard Business Review](#) article on how people are really using generative AI in 2025 struck a chord with many of us building technology to serve human needs. It found that the top uses of ChatGPT today are for therapy and companionship.

It's both astonishing and unsurprising.

Astonishing, because tools built for general conversation and productivity are now being used for some of the most intimate and complex aspects of our lives. Unsurprising, because mental health care remains inaccessible for millions, and people will naturally turn to what's available, familiar, and responsive, especially when they're feeling alone.

But as the [American Psychological Association](#) (APA) recently warned, we need to tread carefully. Generative AI tools, especially those built for entertainment and engagement, may present real risks when used in mental health contexts. These systems are not trained to handle distress, recognise red flags, or provide safe, evidence-based support. They're designed to hold a conversation, not to hold space.

That distinction isn't minor. It's the difference between talking to a friend and seeing a therapist. One might comfort you, the other can clinically support you in a safe way. Both have a place. But confusing the two can be dangerous.

## Therapy Is not just talk

Let's be clear: conversation alone is not care. For AI to support mental health safely, it must do more than reflect our words back to us. It must know how to guide, how to pause, how to escalate when needed. And most importantly, it must be optimised not for engagement or retention, but for wellbeing.

At Wysa, we've spent nearly a decade building self-help AI that is clinically safe, emotionally intelligent, and rooted in care. Our AI isn't trained on user data or conversations scraped from the internet. It's trained with intent: to reduce symptoms of anxiety and depression, to improve resilience, to detect crises, and to connect users to the right level of support; whether that's self-help, coaching, or professional care.

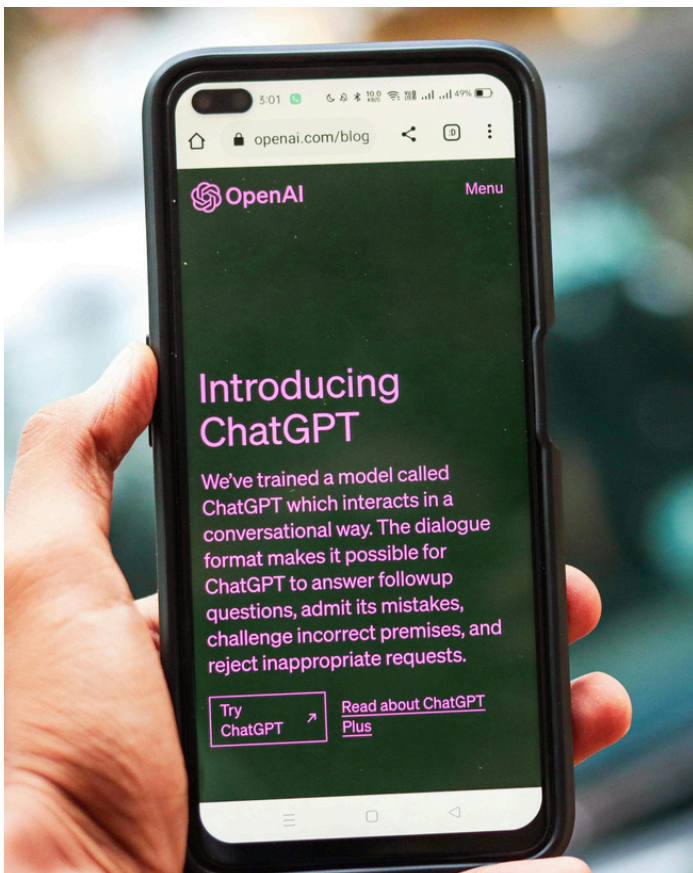
We blend the conversational strengths of generative AI with the traceability and safety of symbolic reasoning. This hybrid approach means Wysa can guide someone through CBT techniques, flag signs of risk, and stay within clearly defined therapeutic boundaries: something ChatGPT simply isn't designed to do.



## The right standards for the right purpose

Global regulators are drawing an increasingly firm line between general-purpose AI and tools used for mental health. New policies, like the EU AI Act, mandate stricter safety standards for therapeutic AI, and similar oversight is emerging in other regions, even for wellbeing apps. These moves reflect what we've believed from the beginning: when it comes to mental health, AI must meet a higher bar; clinically, ethically, and operationally.

At Wysa, we've built to that standard from day one. Our AI is clinically validated, with over 40 peer-reviewed studies, including three randomized controlled trials and two NIH-funded research programs. It's used by healthcare systems like the NHS to support patients on therapy waitlists, and developed under the direct oversight of clinicians, including our Clinical Safety Officer from the NHS.



But evidence alone isn't enough. Trust must extend to how we handle data. Unlike many GenAI platforms, Wysa does not train on user conversations or sell data, and never has. Personally identifiable information is automatically redacted within 24 hours. All data is encrypted, securely stored, and fully compliant with HIPAA, GDPR, and ISO standards. Users can delete their conversation history at any time, and third-party analytics involve zero-day data retention. Our privacy practices are consistently rated best-in-class, because mental health support demands nothing less.

The Harvard Business Review has made it clear: therapy is now the number one use case for generative AI. That means your workforce is already turning to tools like ChatGPT in moments of stress, anxiety, or distress, without your knowledge, and without safeguards in place. The APA warns that many of these tools are designed for entertainment, not care, and pose real risks when used in mental health contexts.

## Where we go from here

The truth is, people are turning to AI for support because human care systems have let them down. And in the absence of accessible therapy, they are asking ChatGPT to play a role it was never built for. That's why now, more than ever, we must not conflate convenience with care.

We can't rely on AI that was trained to generate content to also heal hearts. We must demand more: from our technology, and from ourselves. At Wysa, we're not trying to replace therapists or become virtual friends. We're building a safe, empathetic digital front door to mental health support, one that meets people where they are, and helps them move forward.

Because in the end, it's not just about having someone to talk to. It's about finding the right help, at the right time, in the right way.

# I love using Wysa...

## And I think you will too!

### A student's perspective on Wysa's mental health support for Ithaca College



**By Jacob Makofske, Wysa Student Ambassador at Ithaca College.**

As a passionate mental health advocate and Emerging Media major, Jacob shares how Wysa has supported him personally and why he believes it can make a real difference for other students, too.

#### Hi! I'm Jacob.

As an Emerging Media major, I spend a lot of time thinking about how technology impacts our lives, for better or worse. In my Design of New Media course, I studied the principles of design, function, and usability in media technologies. In Utopias and Dystopias of Emerging Media, I then examined the societal and psychological effects of these technologies, including concerns about surveillance and digital overload. In a landscape where artificial intelligence (AI) is often leveraged for data extraction and addictive design, Wysa immediately stood out to me as something different. A compassionate, innovative, and user-centered use of AI that prioritizes your well-being above all else.

When I learned about the opportunity to become a Brand Ambassador for the app, I jumped at the chance. Mental health advocacy has long been important to me, having volunteered with organizations like the Bergen County Division of Family Guidance and the JED Foundation since high school. When I learned about Wysa's mission to make mental health support more accessible using its AI model, the opportunity felt like a natural extension of my academic interests and personal values.

#### My Role as a Wysa Brand Ambassador

Since becoming a Brand Ambassador, I've introduced Wysa to the Ithaca College (IC) community through classroom presentations, tabling events, campus pop-ups, posters, flyers, social media outreach, and even a collaboration with our Office of Residential Life. I've connected Wysa with student media organizations, communicated with donors about how Wysa is expanding access to mental health support on campus, and have proudly worn my Wysa shirt around campus, prepared to talk about the app anytime, anywhere.

The reactions I get usually range from curiosity and excitement to hesitation around AI's role in mental health support. It's a valid concern, and one I'm always ready to address. When it comes up, I explain to students and faculty that Wysa's AI is different than most: it uses a closed model, developed and maintained by professional psychologists, rather than being trained on unfiltered data from the internet. All of Wysa's training data is curated and intentional, grounded in evidence-based therapeutic techniques, like Cognitive Behavioral Therapy (CBT). This is not only a more ethical means of training AI, but also ensures that the app is high quality, safe, and trustworthy for its users. In terms of privacy, Wysa doesn't collect or share its users' personal data. All conversations are private and confidential. These are just a few of the reasons I love the app.

Being a Wysa Brand Ambassador has been an incredibly rewarding experience. I truly believe in the app's potential to create meaningful change on our campus, and the role has helped me better understand how the topics I study connect to real-world conversations about mental health, technology, and ethics. It's also connected me with a wonderful group of peers and professionals who care deeply about mental health. But Wysa isn't just something I promote around campus. It's something I use!

## How I Use Wysa

Like many students, I juggle a full course load, leadership roles on campus, and the ups and downs of day-to-day life. When things get really hectic, I use Wysa's meditation features, sometimes for five minutes, sometimes thirty. It depends entirely on how much time I have and what I need. And that's one of the things that makes Wysa so effective. It's extraordinarily intuitive, flexible, and personalized.

At first, I used the app for general stress management and grounding. But after losing two people very close to me, it became something I leaned on a bit more for a period of time. It didn't replace the support I received from friends, professors, or our campus counseling center, but it did complement those tools in a way that felt really meaningful. Especially in moments when I didn't feel like talking to another person, Wysa was there to remind me to check in with myself.

So many of the notifications on my phone are designed to pull me in and suck up my attention. But Wysa is different. It's one of the few notifications that actually looks out for me and reminds me to step away, be mindful, and take care of myself. That thoughtful design is exactly what makes Wysa great. From the way it approaches mental health with compassion and privacy, to its ease of use, the app is filled with features that make support accessible and easy.

## Wysa's Design and Standout Features

One of the things I appreciate most about the app is how it opens. Wysa doesn't just offer its users tools. It creates a space where users feel safe, supported, and in control of their own mental health journey. Before anything else, Wysa simply invites you to breathe. The screen shows their penguin mascot surrounded by a slowly pulsing dot. It's quiet. It's calm. And it sets the tone.

From there, you can dive into a quick mood check-in with Wysa's chat feature. The conversation flows smoothly as you name how you're feeling, reflect a bit, and then choose what kind of support you want, whether it's exercise, meditation, a goal-setting session, etc. At any point, you can also take agency in exploring the app's resources on your own, choosing from a wide range of self-care tools based on your time, mood, and needs that day.



Ithaca College Wysa Brand Ambassador, Jacob, tabling to promote Wysa and the importance of self-care.

## Here's How Wysa Can Help

Not everyone has access to therapy. Not everyone feels ready to talk to someone else. But everyone deserves support. And that's where Wysa comes in. It offers a simple, judgment-free way to check in with yourself, explore guided exercises, and find strategies to manage your emotions. It's free for all Ithaca College students and faculty, which is huge. And it doesn't require a big commitment. Just a few minutes of your time whenever you need some additional support.

Wysa's tools are grounded in research, available 24/7, and are presented in an extraordinarily welcoming way. Whether you're navigating a tough week, looking to build healthier habits, or just need a little boost between therapy sessions, Wysa is there. And it's flexibility and ease of use can make a huge difference.

## To conclude

Wysa fills an important gap. Some people can't access therapy. Others aren't ready to talk to someone. But Wysa offers a way in and lowers the barrier for many. And for those already in therapy, it can be a supportive complement, helping track moods, practice mindfulness exercises, or just check in between sessions.

As a Brand Ambassador, my goal is simple: to spread the word about Wysa. I want students and faculty at Ithaca to know that help is available, in your pocket, whenever you need it. That support doesn't have to be complicated, intimidating, or expensive. It can just start with taking a breath.



# Independent study confirms Wysa's effectiveness for chronic pain patients, verifying 2022 research



Co-written by [Chaitali Sinha](#), Chief Clinical R&D Officer, Wysa



And edited by [Riddhi Thakkar](#), Clinical Researcher, Wysa

In 2022, a [prospective cohort study](#) by Washington University in St. Louis demonstrated that Wysa's AI-guided cognitive behavioral therapy (CBT) significantly reduced anxiety and depression symptoms among patients living with chronic pain. These findings highlighted the potential of AI-driven interventions to address the intertwined challenges of chronic pain and mental health.

Now, a new [independent study](#) from the University of Vermont (UVM) has replicated these results in a real-world primary care setting, further validating Wysa's effectiveness and practical value in everyday clinical environments.

## The University of Vermont study

Over an eight-week program, patients using Wysa reported clinically meaningful improvements in depression and anxiety symptoms, and overall quality of life, exceeding the study's 15% improvement target on the PEG scale (Pain, Enjoyment of Life, and General Activity). These results

strengthen the evidence for an AI-enhanced CBT intervention as a scalable, accessible tool to support individuals living with chronic pain.



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## Wysa's conversational AI improves chronic pain and comorbid conditions



**Depression** levels, measured by the PHQ-9 questionnaire, **significantly decreased.**



**Anxiety** levels, measured by the GAD-7 questionnaire, **significantly decreased.**



Significant improvement in **Pain, Enjoyment of Life, and General Activity** scores.

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Research by The University of Vermont, 2025.

## Chronic pain needs innovative solutions

Chronic pain affects one in five adults globally. Unlike acute pain, it often persists for months or years, disrupting daily life and emotional wellbeing. What makes chronic pain particularly challenging is its close link with mental health: anxiety and depression frequently co-occur, creating a vicious cycle where pain worsens mood, and poor mental health amplifies pain perception.

Traditional treatment models focused primarily on medication often fall short of addressing this complex, biopsychosocial dynamic. Yet, access to CBT, a proven method to address this, remains limited by long waitlists, high costs, and a shortage of trained therapists, especially in primary care.

## Why independent replication matters

Replication of evidence by independent researchers is essential to validate the clinical efficacy and assess the real-world impact of digital health interventions like Wysa. This latest study corroborates Wysa's clinical effectiveness, and also demonstrates its practical value in primary care settings, where resources are limited and patient needs are high.

## Closing the gap between need and access

Chronic pain is a complex, multifaceted challenge, where digital innovation can make a meaningful difference. For individuals living with chronic pain, even small improvements in mood, activity, and quality of life can be transformative.

At Wysa, we believe that technology should bridge gaps, not widen them. That's why our focus is on building rigorously tested, evidence-based, and scalable tools that meet people where they are, offering accessible support for those who might otherwise fall through the cracks.

By collaborating with academic partners, healthcare providers, and policymakers, we aim to help close the gap between patient needs and available resources, contributing to a more patient-centered, accessible model of care.

As healthcare systems face increasing pressure to provide comprehensive, cost-effective care, AI-enabled interventions like Wysa offer a promising path forward.

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Visit [www.wysa.com/clinical-evidence](https://www.wysa.com/clinical-evidence) for more on our research.

# Anxious about the news? You're not alone.

## Practical support for war anxiety



Nithi Sharma, RCI registered  
Clinical Psychologist, Wysa

Watching a global crisis like war unfold can stir up new feelings of uncertainty or stress that you've never felt before. The news may make you worry about how it could affect the economy, jobs, national security, or your loved ones. War anxiety, sometimes known as nuclear anxiety, is a surprisingly common reaction to the news and images about conflict. The recent escalation between India and Pakistan has left many feeling anxious and uncertain.

### What is war anxiety?

War anxiety refers to the stress and apprehension individuals experience in response to armed conflicts, even if they're not directly involved. In our interconnected world, continuous news updates, graphic images, and social media discussions can amplify these feelings, making distant conflicts feel immediate and personal.

### Signs to watch out for:

War anxiety can gradually sneak up on you, or it can present suddenly in response to a trigger. Symptoms can be in your mind, in your body, or both. Here are some signs to watch for:

#### In adults:

- Persistent worry or fear about safety (including physical symptoms like racing heart, nausea or dizziness, butterfly in the stomach)
- Sleep disturbances or nightmares
- Difficulty concentrating
- Irritability or mood swings
- Other physical symptoms like headaches or stomach issues

#### In children:

- Increased clinginess or separation anxiety
- Regression to earlier behaviors (e.g., bedwetting)
- Nightmares or fear of the dark
- Questions about death or safety
- Drawing or playing out war scenarios



Staying glued to the TV for news updates or constantly scrolling through social media feeds to seek more information and stay informed can give you a false sense of control and may even lead to increase in anxiety. While staying up to date can help you take precautions in certain instances, too much of it may disrupt your daily routine. If you have preexisting mental health conditions like Anxiety, Post Traumatic Stress Disorder (PTSD), or Depression, watching too much unpleasant news can worsen it.

## So what can you do?

It's understandable that you want to closely follow news coverage about war and current events. But if your mind is preoccupied by the war, or when you experience muscle tension or other physical symptoms, there are some strategies can help you break the anxiety cycle:

**Limit Media Exposure:** Continuous exposure to distressing news can heighten anxiety. Set specific times to check updates and avoid graphic content, especially around children.

**Open Conversations:** Encourage discussions about feelings and fears. For children, answer questions honestly but in age-appropriate ways, reassuring them of their safety.

**Maintain Routines:** Consistency provides a sense of normalcy. Stick to regular meal times, bedtimes, and daily activities to offer stability.

**Engage in calming activities:** Practices like deep breathing, meditation, or yoga can help reduce stress. For children, drawing, storytelling, or playing can be therapeutic outlets. Check in with friends and family to avoid feeling lonely.

**Accept uncertainty:** It is best to keep oneself occupied with a routine, however you need to keep yourself open to different possibilities and keep an emergency plan ready which should be discussed and rehearsed with children.

## Final thoughts

It's natural to feel unsettled during times of conflict, even if we're not on the front lines. By acknowledging your feelings, supporting one another, and seeking help when needed, you can navigate these challenging times.

However, if anxiety becomes overwhelming or interferes with daily life such as sleep, work and/or your general sense of wellbeing, consult a mental health professional for therapeutic or psychiatric interventions.



# What type of friend are you?

Whether you're the group therapist, the go-to for spontaneous plans, or the ride-or-die who's always just a call away — we all have our own friendship style. Take this quiz to find out what kind of friend you are and how your vibe helps shape the support network around you.

## Take the quiz

**Q1. How do you usually respond when a friend is going through something hard?**

- A.** Offer practical support and check in regularly until they're okay.
- B.** Try to cheer them up with a distraction. Funny videos, a night out, something light.
- C.** Sit with them, listen, and let them share everything they need to.
- D.** Let them know you're there if they need you, but don't crowd them.
- E.** Ask lots of questions to get to the root of the problem and help them figure out a plan.

**Q2. Your phone buzzes — a friend needs to talk. What do you do?**

- A.** Answer or reply ASAP, even if you're busy.
- B.** Send a voice note or meme first to lighten the mood.
- C.** Drop everything and give them your full attention.
- D.** Wait until you've got proper headspace to respond.
- E.** Suggest a time to talk properly so you can offer your best advice.

**Q3. In a group chat, what role do you usually play?**

- A.** The one checking in when someone goes quiet.
- B.** The funny one sharing hilarious videos and random chaos.
- C.** The one reacting with hearts or thoughtful replies.
- D.** The one who reads everything but rarely replies.
- E.** The one people tag when they need a solution.

**Q4. How do your friends describe you?**

- A.** Dependable and strong
- B.** Outgoing and hilarious
- C.** Kind and understanding
- D.** Chill and easygoing
- E.** Wise and insightful

**Q5. How do you show support?**

- A.** Acts of service. Always there, showing up, helping out.
- B.** Making someone laugh or providing a distraction.
- C.** Being emotionally available and empathetic, a listening ear.
- D.** Respecting space and boundaries.
- E.** Offering solid advice or sharing resources.

## Your results

- A** **Mostly A's:** The rock
- B** **Mostly B's:** The fun friend
- C** **Mostly C's:** The listener
- D** **Mostly D's:** Low-maintenance pal
- E** **Mostly E's:** The advice-giver



## A. The rock

You're steady, loyal, and always there when it counts. Your friends know they can rely on you through thick and thin. Just make sure you're not always the one holding everyone else up, your needs matter too.



## B. The fun friend

You bring the energy, the memes, the late-night plans, and the pick-me-ups. You're everyone's go-to for a good time. Balance the laughs with space for deeper conversations when your friends need them.



## C. The listener

You're the one who's always ready to hear someone out. You're patient, empathetic, and genuinely present. Your calm is comforting. Don't forget it's okay to speak your truth, too; your voice matters.



## D. The low-maintenance pal

You can go weeks without speaking and pick up right where you left off. Chill, undemanding, and understanding, you're the definition of "no pressure." Just be sure your friends know you care, even if you're not always the first to text.



## E. The advice-giver

You love solving people's problems and offering thoughtful guidance. You're the wise one in the group. Just check in first, sometimes your friends want a hug or a listening ear more than a how-to.





# Q. Patient engagement

**“How can I get my patients to engage in their therapy better? Many of them forget what we were working on in the previous session, which makes it harder to build momentum or track progress over time.”**

**A.** Dear Colleague,  
Thank you for asking such a real and relatable question. I've struggled with this too, and still do, sometimes. There have been phases in my practice where I found myself feeling deflated at the start of a session when a client would say, “I don't remember what we talked about last time.” Especially when it had felt like a meaningful or breakthrough moment.

It's tempting to see this as a lack of interest or investment, but I've come to understand that it's rarely that simple. Forgetting isn't just about memory. It often speaks to how therapy is landing in the client's life -or not. Sometimes it's a reflection of life being too full, sometimes it's emotional avoidance, and sometimes therapy hasn't yet found a rhythm that feels grounded or personal for them.

Over time, a few approaches have helped me and my clients stay more connected to the work between sessions. I want to share them with you, not as a checklist, but as gentle tools you can experiment with.

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## Start with shared decision-making

This has been a game changer. When clients are invited to shape the direction of therapy, choose what to focus on, and weigh in on the pace and priorities, their sense of ownership deepens. It's not just my agenda anymore. We're building something together.

Both the American Psychological Association and the British Psychological Society speak to this in their guidance on ethical and effective practice. Shared decision-making, they say, is about making space for the client's voice, values, and goals — and I've found

that when I lead with that, clients not only engage more, they tend to remember more. Because the work matters to them. It feels chosen, not imposed. You might ask, “What felt most important in today's conversation?” or “Of the things we explored, what's one you'd like to carry forward into your week?” These simple questions shift the power dynamic in such an affirming way.

## End sessions with a co-created anchor

I've started using the last few minutes of each session to co-create a takeaway. Not just a summary, but a touchstone the client can return to. We might write down one insight, one question, or one thing they're curious to try. Some prefer writing it in a journal. Others type a note on their phone. Some just say it aloud and let it sit with them.

The point isn't perfection. It's about creating a thread that connects this session to the next. I've found that when clients leave with something they've helped shape, they come back with more clarity and continuity.



## Introduce low-effort reflection rituals

You don't need anything fancy. A small post-session habit like journaling for five minutes, answering a single question, or jotting down a thought that lingered can make a big difference. Some clients appreciate being offered prompts, like "What do I want to remember from this?" or "What came up for me today that I didn't say out loud?"

These little rituals build engagement in a way that feels personal and manageable. And they start to shift therapy from a once-a-week event to something that lives more gently in their daily life.

## When forgetfulness shows up, get curious, not corrective

I used to feel like I had to fix it right away. Now I try to lean into it. If a client says, "I forgot everything from last time," I might ask, "What's been on your mind this week?" or "Do you think it didn't feel relevant enough to stick?" Sometimes this opens up rich conversations about avoidance, ambivalence, or just the fact that life has been too loud to make space for reflection. Not all forgetfulness is resistance. But when it is, it's worth exploring with kindness, not critique.

## Visual tools and tracking progress

Some clients respond well to visual cues. That might be a goal map we sketch out together, a shared Google Doc with session notes, or a simple chart showing where we've been and where we're heading. For digital clients, I sometimes use secure messaging or trackers between sessions to keep the thread alive. The BPS's guidance on digital therapy especially encourages this kind of structured support, not to add pressure, but to gently hold the work in place when the in-between gets messy.

If your clients are forgetting what they worked on, please don't take it as a sign that you're not doing something right. Think of it instead as an opening, a chance to deepen collaboration, revisit the relevance of the work, or co-create new ways of holding onto what matters.

I've had to unlearn my own expectations about what engagement should look like. What I've found instead is that when therapy becomes something we build with the client — not for them — the memory of the work starts to stay. And more importantly, so does its meaning.

With warmth,



**Smriti Joshi, Chief of Clinical Services  
& Ops, Wysa**

# Ask Smriti



Every issue, we ask Smriti Joshi one of your burning questions, and she offers expert opinion, rooted in science and decades of experience.

If you have something related to mental health technology, employee wellbeing, artificial intelligence or population health, please get in touch on [press@wysa.io](mailto:press@wysa.io) and we will **Ask Smriti**.

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## About Smriti

Smriti Joshi, Chief of Clinical Services and Operations at Wysa is a licensed clinical psychologist with over 21 years of experience in India's mental health sector. She is an Advanced Telemental health professional and has authored papers and book chapters, contributing significantly to tele-counselling guidelines through the Indian Association of Clinical Psychologists. Smriti leads mental health tech discussions on the Therapists in Tech platform and is a part of the National Mental Health Council for WICCI. She has appeared in several media outlets, including a TEDx talk and CNBC-TV18. Smriti holds an M.Phil in Clinical Psychology from the University of Delhi and specializes in treating depression, anxiety, insomnia, anger, and loneliness.





Real life user story

# Finding confidence, control, and a sense of calm: How Wysa helped me through stress and anxiety

Chloe, age 22, from Dublin, was struggling with stress and anxiety due to the **pressures of college** assignments, **job hunting**, and personal challenges with her **friendships**. After trying various mental health apps without success, she discovered Wysa. Chloe found that Wysa helped her regain control over her emotions, offering personalized support through **daily check-ins** and resources tailored to her emotional state. The app's AI function was particularly helpful, providing her with tools for managing stress and **setting boundaries**. Even without upgrading to premium, Chloe has found the free version of Wysa to be incredibly beneficial and would recommend it to others for managing stress and anxiety.



Navigating life as a student can feel like juggling too many things at once, and for 22-year-old Chloe from Dublin, that's exactly how she felt. Between the pressures of college assignments, finding a summer job, and dealing with personal challenges in her friendships, stress and anxiety began to take its toll. That's when she discovered Wysa, a mental health app that would go on to make a real difference in her life.

## Discovering Wysa

"I discovered Wysa when I was looking around for mental health apps," Chloe shares. "I had tried other apps before, but they didn't meet my needs, so I was excited to try Wysa."

At the time, Chloe was struggling with overwhelming stress. "When I first started using Wysa, I was dealing with a particularly stressful period in my life. College assignments were piling up, I was looking for a summer job, and on top of that, I was having some difficulties with my friendships. I was feeling really anxious and lost."

## Gaining confidence and control

But soon after starting her journey with Wysa, Chloe found a way to regain control. "After using Wysa, I found I was better able to stay in control of my emotions," she explains. "I was able to check in with myself more regularly and prioritize my mental health before putting others' needs first."

Chloe shares that Wysa "definitely helped" to positively impact her mood and emotions. She says "Wysa allowed me to connect better with others and set clearer boundaries. I'm feeling more confident in doing the things that are right for me."

## Regular check-ins

Wysa's daily check-ins and personalized support became an essential part of Chloe's routine. "I use Wysa daily, typically once or twice on a good day. But on bad days, it can be more like five times a day," she says. "What I love most is how the app tailors its resources based on your emotional state. The AI function really helped me navigate my feelings. It felt like Wysa understood what I needed, even when I didn't know myself."

## Personalised support

For Chloe, the app's ability to suggest resources and tools specific to her emotional needs was a game changer. "My favourite feature about Wysa is the AI function," Chloe reveals. "It recommends resources based on how you're feeling. I felt like the app was there for me, providing what I needed when I needed it."

"I was able to check in with myself more regularly and prioritize my mental health before putting others' needs first."

## Creating an SOS safety plan

One of the standout features Chloe found particularly comforting was Wysa's SOS button. "I like how it gives you the option to check in with the AI tool when you're in a state of panic. It helps you create a safety plan for moments of severe distress," she explains.

## Wysa as part of a collection of free help

While Chloe hasn't yet upgraded to a premium subscription, the free version of Wysa has been more than enough to support her mental health. "I haven't tried the premium subscription yet, but even with the free version, I've seen so many positive changes," she says. "It's definitely helpful to have a free tool like this for students like me, where affordability is a big concern."

Chloe has also explored other mental health apps, but none have quite compared to Wysa. "I've tried other apps before, but they often required a subscription I couldn't afford, like Better Help and Online Therapy.com," she recalls. "I also use Finch, which is a free self-care app, and I visit peer support sites like Side by Side and Togetherall, which are good for connecting with others who may be experiencing something similar to you."

## A safe space with Wysa

What stands out about Wysa most to Chloe is the app's commitment to confidentiality and anonymity. "I love the fact that you don't need to create an account to use Wysa. That anonymity makes it feel more accessible and private," she says. "And knowing that support is always there, 24/7, really gives me peace of mind."

## Recommending Wysa for stress and anxiety

As for recommending Wysa to others, Chloe doesn't hesitate. "Yes, I would definitely recommend Wysa to family and friends," she says. "It's an amazing tool, especially for people who are feeling stressed or anxious. There are so many different resources that you can use to help yourself."

For Chloe, Wysa has become a reliable safe space during stressful and anxious times, helping her take control of her mental health and wellbeing, one chat at a time.

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