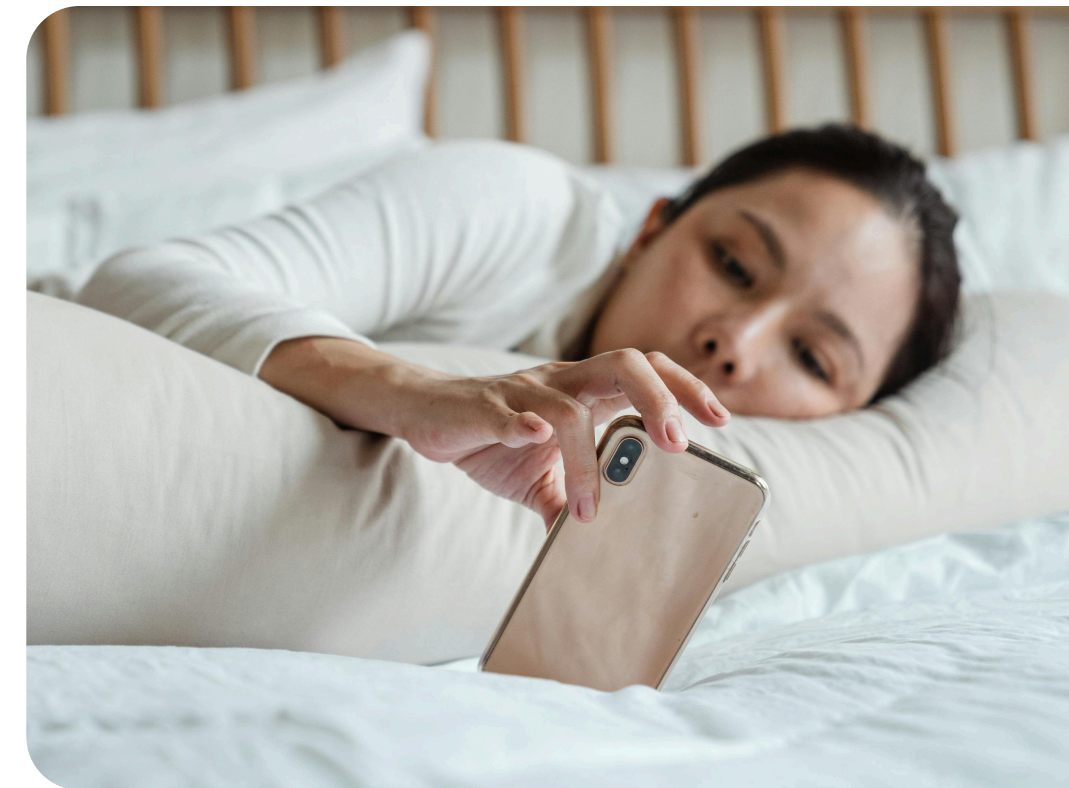


Infermedica

Virtual triage insights: Trends in mental health reporting during the COVID-19 pandemic



Abstract

A recent study analyzed over 4.3 million interactions with an AI-driven virtual triage (VT) system, examining mental health symptom (MHS) reporting patterns before and during the COVID-19 pandemic. This innovative approach highlights how AI tools can bridge gaps in mental health care access, providing valuable insights into user demographics and trends.

Key findings

Increased utilization during the pandemic:

- VT usage surged by 160% from the pre-pandemic to the post-vaccine period, reflecting growing reliance on digital health tools during global disruptions.
- 20% of users reported at least one mental health symptom.

Shifts in mental health symptom reporting:

- Anxiety and sleep disorders were the most commonly reported symptoms across all periods.

Demographic insights:

- Women were more likely to report irritability and nervousness; men reported anxiety more often.
- Older adults (60+) had higher rates of sleep-related issues, while younger users (18–39) experienced more anxiety.

Impact & opportunities:

- ✓ **Scalability:** VT offers a cost-effective solution for public health crises, identifying symptoms early and directing users to appropriate care.
- ✓ **Accessibility:** Multilingual support ensures broader reach, including underserved demographics.
- ✓ **Insights for future crises:** These findings guide the optimization of AI tools for mental health support in emergencies.

Conclusion

AI-based virtual triage systems are vital for enhancing mental health detection and care, particularly during public health crises. As digital health adoption grows, these tools will play a critical role in building resilient healthcare systems.

[Read the full study](#) and [contact Infermedica](#) to learn more about our AI-powered virtual triage.