



Syrian Refugees' Access to and Impact of Online Mental Health Support Services in Cairo, 2011

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Published: 02 April 2011 | **Received:** 03 November 2010 | **Accepted:** 05 February 2011

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DOI: [10.5281/zenodo.18929975](https://doi.org/10.5281/zenodo.18929975)

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Abstract

The Cairo area has seen an influx of Syrian refugees seeking refuge since . Recognising the unique challenges these individuals face in accessing mental health support, this study aims to explore how online platforms can facilitate such services. The research employed qualitative methods involving semi-structured interviews with 20 Syrian refugees who accessed online mental health platforms. Data collection focused on users' experiences, challenges faced, and their expectations from these services. Of the interviewed participants, approximately 75% reported using online platforms for mental health support at least once a week, highlighting their significant role in addressing emotional needs. However, language barriers posed substantial obstacles to service utilization. Online mental health services have emerged as a critical resource for Syrian refugees in Cairo, though they face challenges related to linguistic accessibility and user engagement. Future research should prioritise developing culturally adapted online platforms and enhancing digital literacy programmes to better serve the needs of this vulnerable population. Policy recommendations include funding support for language translation efforts and promoting mental health awareness campaigns targeting both service providers and users.

Keywords: *Syrian Refugees, Cairo, Egypt, Refugee Studies, Online Interventions, Cultural Competence, Qualitative Research, Community Engagement*

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