



Evaluating Online Platforms for Mental Health Support in South African Urban Areas: Adoption and Usage Patterns

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Abstract

Online platforms for mental health support have become increasingly prevalent in urban areas globally, offering a convenient and accessible alternative to traditional therapy. A cross-sectional survey was conducted using an online questionnaire distributed through social media platforms in four major cities. Respondents were recruited based on their self-reported mental health needs or concerns. The analysis revealed that approximately 45% of respondents have used at least one mental health platform, with themes such as seeking information and support for anxiety disorders being the most prevalent motivations. While many users find these platforms beneficial, there is a need to address issues related to privacy concerns and the adequacy of content provided by current offerings. Healthcare providers should collaborate more with online mental health platforms to enhance their services. Policymakers could also explore regulatory frameworks that support user safety and data protection. Online Mental Health Platforms, Urban South Africa, User Adoption Patterns

Keywords: *African, Geographic, Adoption, Usage, Patterns, Technology, Anthropology*

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