

e-Mental Health Client Journey Map

for using Innowell as a part of care

1

Referral

- Client is referred to site to access services
- Client books an initial appointment

2

Intake & Initial Appointment

- Client has first appointment with provider, completes intake, and is introduced to the eMH project
- Provider completes an invite for the client to use Innowell

3

Invite & Consent

- Client accepts platform invite
- Clients aged 15-24 are invited to participate in the eMH research study

- Innowell invite is sent to email
- Research consent form is sent to email or phone

4

Questionnaire Completion & Session

- Client completes initial questionnaire on platform and discusses results with provider in their appointment

Psychological Distress	Suicidal Thoughts And Behaviours
High	Very High
5d	5d
Update ▾	Update ▾

- Questionnaires across 20 mental health domains to pinpoint areas of concern & strengths
- Track client progress & inform treatment planning
- Access to approved apps & e-tools
- Access to crisis resources

5

Ongoing Sessions

- Client continues regular and ongoing sessions with provider using Innowell