MentalWell: AI Based Mental Health Assistance Platform

Jothi V [1], Jayashree S [2], Lakshmi Mayuri Kavya N [3], Alvin Ancy A [4]
[1,2,3]*UG Scholar, Rajalakshmi Institute of Technology, Chennai, India*
[4]*Assistant Professor, Rajalakshmi Institute of Technology, Chennai, India*

Abstract **- MentalWell is an AI-powered mental health platform designed for students and professionals, offering personalized support through chatbots, mood tracking, and self-assessments. Using NLP and ML, it delivers real-time emotional analysis and coping strategies. Built with FastAPI for a scalable backend and Firebase for secure authentication and data handling, the Flutter-based frontend ensures a smooth, cross-platform user experience.**

Key Words**—Mental health platform, Chatbots, Mood tracking, Self-assessments**

1. INTRODUCTION

The rise in mental health issues among students and professionals calls for accessible, tech-driven support systems. Studies by WHO [1] and Nicol et al. [2] highlight the importance of AI in overcoming barriers such as stigma, cost, and limited access to care [3]. However, many current platforms still offer generic responses that fail to address users' unique emotional needs in real time.

Moreover, fragmented mental health data hampers continuity of care [4]. To bridge these gaps, *MentalWell* introduces an AI-based platform offering mood tracking, empathetic chatbots, and personalized assessments to support mental health in a proactive, confidential, and scalable way.

To address these challenges, this project introduces MentalWell, an AI-powered mental health assistance platform that integrates real-time mood tracking, empathetic chatbot interactions, and personalized self-assessment tools. By combining advanced AI technologies with user-friendly interfaces, MentalWell aims to provide a scalable and accessible solution that empowers individuals to manage their mental health proactively and confidentially.

2. LITERATURE SURVEY

Recent research emphasizes AI's growing role in mental health support. WHO [1] identified a global need for innovative solutions post-COVID. Nicol et al. [2], Jang et al. [3], and Oh et al. [4] demonstrated the feasibility of chatbot-based cognitive behavioral therapy.

Suganuma et al. [5] and Li et al. [6] confirmed the effectiveness of conversational agents for personalized care, while Casu et al. [7] and Daley et al. [8] explored chatbot engagement and outcomes. Manole et al. [9][10] and Gabrielli et al. [11] highlighted AI's potential in anxiety management and coping interventions among youth.

3. RESEARCH SUMMARY

Recent advances in mental health technology aim to tackle challenges like accessibility, personalization, and real-time support. Many existing platforms offer generic responses, lacking the emotional depth and integration needed for effective care.

To address this, research has focused on AI-powered systems using machine learning, natural language processing, and real-time analytics.

These enable personalized interactions through empathetic chatbots, mood tracking, and self-assessment tools.

Such systems enhance user engagement, empower individuals to manage their mental health, and reduce the strain on traditional services by offering scalable, automated support.

4. METHODOLOGY

4.1 System Design & Implementation

The MentalWell app is designed with a multi-layered architecture that separates the user interface,

application logic, and data storage to enhance scalability, data exchange, and data security.

The fundamental building blocks are:

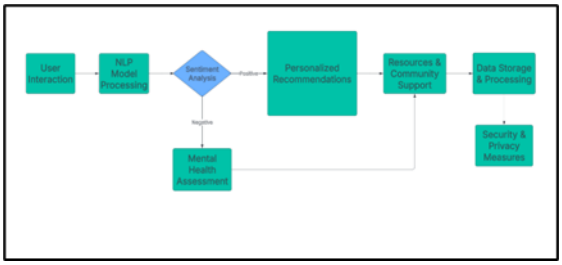


Figure 1. Building Block diagram

4.1.1 User Interface Layer:

Mobile Access: The app provides a user-friendly mobile interface developed using Flutter, allowing users to access the platform on both Android and iOS devices.

User Features:

- Mood Tracking: Users can log their mood daily using a simple emoji-based interface.
- Chatbot Interaction: Users can engage with an AI-driven chatbot for emotional support and guidance.
- Self-Assessment Tools: Users can complete self-assessment questionnaires to evaluate their mental health status.

4.1.2 Application and Database Layer:

Core Operations: This layer manages essential functions such as user authentication, mood logging, chatbot processing, and data storage.

Technologies Used:

- Backend Framework: FastAPI is utilized for building the backend services, ensuring high performance and scalability.
- Database Management: Firebase Firestore is used for real-time data storage and retrieval, allowing for efficient management of user data, mood logs, and chatbot interactions.
- Data Security: Firebase Authentication is implemented to ensure secure user login and data privacy

4.2 Architectural Framework

The architecture of the MentalWell app is designed to facilitate seamless data transmission, ensure security, and provide user-friendliness between various modules. The principal modules are:

4.2.1 Mood Tracking Module:

Functionality: Users can log their mood daily using categorized emojis. The app visualizes mood trends over time through dynamic charts.

Data Analysis: An LSTM model is employed to analyze mood patterns and predict future emotional states based on historical data.

Figure 2. Mood Tracking model

4.2.2 Chatbot Module:

AI-Driven Support: The chatbot is powered by Natural Language Processing (NLP) techniques, utilizing transformer-based models to understand user input and provide empathetic responses.

Training Data: The chatbot is trained on a dataset of mental health-related conversations, enabling it to offer context-aware support and resources.

Figure 3. Chat Bot Model

4.2.3 Self-Assessment Module:

Assessment Tools: The app integrates clinically validated self-assessment tools such as PHQ-9 and GAD-7 to evaluate symptoms of depression and anxiety.

Feedback Mechanism: Based on the assessment results, the app provides personalized feedback and wellness recommendations.

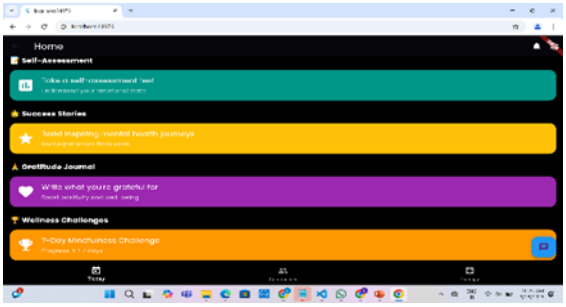


Figure 4. Self - Assessment Module

4.3 Client-Server Interaction

The MentalWell app employs a client-server architecture, allowing users to interact with the app through a mobile interface. Tasks are managed by a central server, which processes requests and generates responses for the client side.

User Request:

Activities: Users can perform activities such as:

Logging their mood, Engaging with the chatbot for support, Completing self-assessment questionnaires , Accessing personalized recommendations based on their mood and assessment results.

Server Processing:

Request Handling: The server processes incoming requests by interacting with the Firebase Firestore database. It retrieves user data, mood logs, and assessment results to generate appropriate responses.

Data Processing: The server also processes mood data using the LSTM model to provide insights and predictions.

Response to User:

Response Types: The server returns various responses to users, including:

- Mood tracking insights and visualizations.
- Chatbot responses to user queries.
- Self-assessment results and personalized recommendations.

4.4 Login Screens

The MentalWell app features a secure login interface that allows users to access the platform using their email address and password. The login process includes:

- User Authentication: Firebase Authentication is used to verify user credentials and ensure secure access to the app.
- Role-Based Access: The app supports different user roles (patients, doctors) with tailored access to features and functionalities.

4.5 Functionalities

After logging in, users access a role-specific dashboard with features and tools designed to enhance mental health support, leveraging advanced technologies for effective assistance.

4.5.1 Patient Functionalities:
Mood Logging: Users can log daily moods using emojis or descriptive options, tracking emotional states and identifying patterns for better self-awareness.

AI-Powered Chatbot: An AI chatbot offers personalized emotional support and coping strategies, utilizing Natural Language Processing (NLP) for empathetic responses.

Self-Assessment Tools: Patients complete self-assessment questionnaires (e.g., PHQ-9, GAD-7) to evaluate mental health, receiving instant feedback for enhanced understanding.

Personalized Recommendations: The app provides tailored wellness suggestions based on mood logs and self-assessments, promoting proactive mental health management.

Progress Tracking: Users can visualize mood trends and self-assessment scores over time, empowering them to monitor their mental health journey.

4.5.2 Administrative Functionalities:
User Management: Administrators manage user accounts for patients and doctors, ensuring secure access levels.

Data Analytics Dashboard: The dashboard offers insights into user engagement, mood trends, and app usage, identifying areas for improvement.

Feedback Collection: Administrators gather user feedback to inform iterative improvements to the platform.

5. ALGORITHMS

The MentalWell app uses machine learning algorithms for disease prediction and emotional support based on user inputs, allowing users to provide symptoms as comma-separated lists or complete sentences for flexible interaction.

5.1 Utilized Algorithms:

5.1.1 Random Forest Classifier:

Description: The Random Forest Classifier is an ensemble learning algorithm that uses multiple decision trees to enhance prediction stability and accuracy, effectively handling structured data and offering insights into feature importance.

Functionality: It combines predictions from several decision trees for a more robust final output, reducing the risk of overfitting compared to individual trees.

5.1.2 Multi-Layer Perceptron (MLP):

Description: The Multi-Layer Perceptron (MLP) is a feedforward neural network that learns complex nonlinear relationships between input symptoms and target diseases, which is very much suitable for unstructured data values like natural language.

Functionality: It consists of multiple neuron layers, each applying a weighted sum of inputs and an activation function to introduce non-linearity.

5.2 Sentiment Analysis

Algorithm: A sentiment analysis model, possibly using BERT or other transformer architectures, analyzes user inputs in natural language to understand the emotional tone for appropriate chatbot responses.

Functionality: It classifies user inputs as positive, negative, or neutral, allowing the chatbot to tailor its responses based on the user's emotional state.

6. TECHNICAL STACKS

Frontend Development

Framework: The user interface is built with Flutter, an open-source framework known for its widget-driven architecture, enabling a consistent and responsive experience across web and mobile platforms.

User Experience: Flutter's extensive pre-designed widgets and native code compilation ensure smooth performance and a visually appealing interface.

Backend Server

Framework: The backend is developed using FastAPI, a modern web framework for Python known for its high performance and ease of use. FastAPI is particularly well-suited for building APIs quickly and efficiently.

API Management: FastAPI allows for the creation and management of APIs that facilitate communication between the frontend and the database, ensuring seamless data exchange.

Database Management

Database System: Firebase Firestore is used as the core database management system for organizing structured data, such as user accounts, mood logs, chatbot interactions, and self-assessment results.

Real-Time Data: Firestore's real-time capabilities allow for instant updates and synchronization of user data, enhancing the overall user experience.

Machine Learning Integration

Modeling Framework: Machine learning models, such as the Random Forest Classifier and Multi-Layer Perceptron (MLP, are implemented using TensorFlow and scikit-learn, offering robust tools for model building, training, and evaluation.

Predictive Analytics: These models analyze user inputs to deliver personalized recommendations and predictions based on mood logs and self-assessment results.

7. RESULTS

The MentalWell platform advances AI-assisted mental health care by integrating technologies like Natural Language Processing (NLP), Long Short-Term Memory (LSTM) networks, and recommendation models, offering impactful features.

Key Features and Outcomes:

Accurate Emotional Support: A transformer-powered empathetic chatbot engages users and addresses mental health needs in real-time.

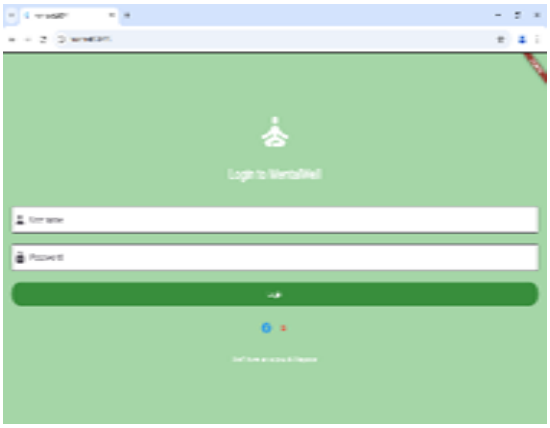
Predictive Mood Tracking: Identifies stress patterns, enhancing self-awareness and allowing users to monitor emotional states and triggers.

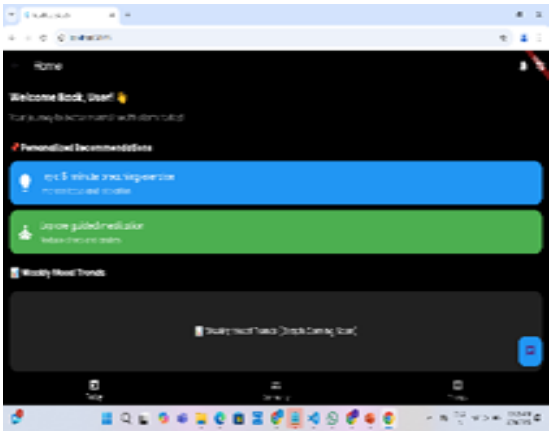
Personalized Wellness Recommendations: Tailored suggestions based on mood logs and user feedback promote proactive mental health management.

Impact on Mental Health Support:

Real-Time Interaction: Facilitates immediate support through real-time interactions with the AI chatbot.

High User Satisfaction: Achieves an average rating of 4.6 out of 5, reflecting effectiveness and usability in meeting mental health needs.





8. CONCLUSION

The MentalWell platform advances mental health care by integrating AI with user-friendly design, offering mood tracking, emotional support, and self-assessment tools. It addresses the limitations of traditional therapy by providing scalable, accessible, and personalized support. By empowering users to manage their emotional well-being and make informed decisions, MentalWell is set to transform mental health support into a more effective and inclusive experience.

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