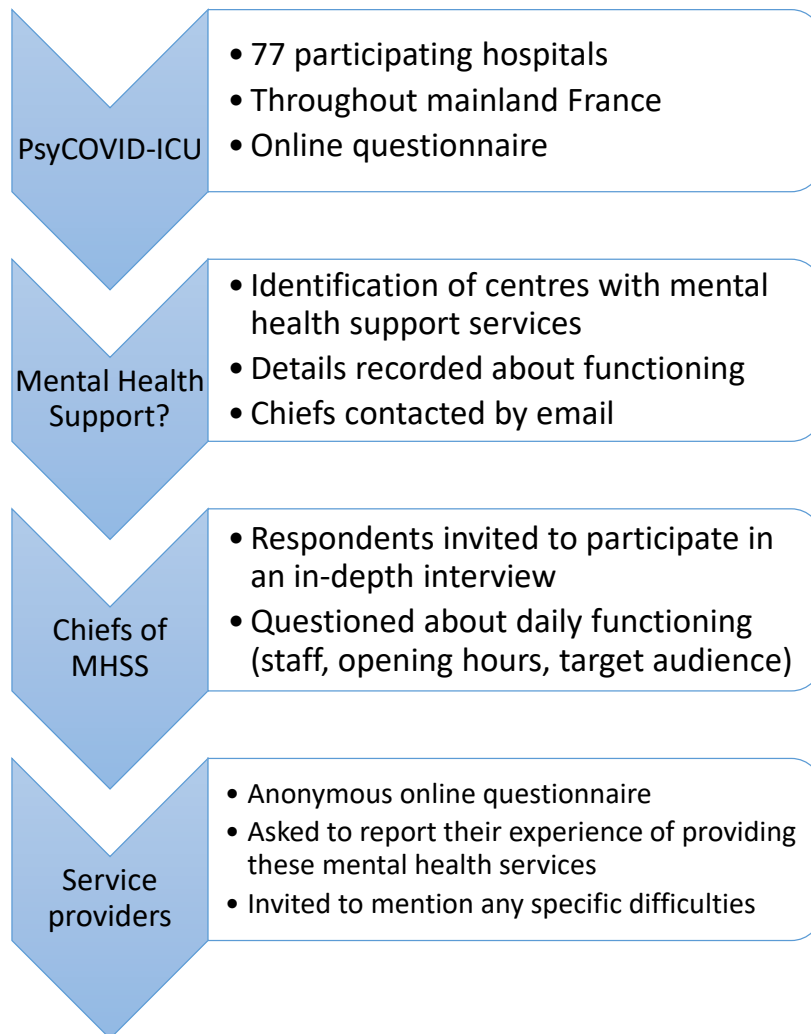


**Additional File S1:** (.DOCX) Graphical representation of the study methodology.



MHSS, mental health support services.

**Additional File S2:** (.DOCX) Study questionnaires regarding mental health support services during the epidemic.

1. **English translation of the questions relating to mental health support services from the initial PsyCOVID-ICU questionnaire**

1. Does your hospital have a mental health support service?

☐ Yes ☐ No

If **No**, is such a service...

- Planned : ☐ Yes ☐ No

- Needed: ☐ Yes ☐ No

If **Yes**, was this service...

- Set up specifically for the COVID-19 epidemic: ☐ Yes ☐ No

- Already in existence prior to the COVID-19 epidemic: ☐ Yes ☐ No

2. Please indicate the name and email address of the Chief of the Mental Health Support Service:

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3. Do psychologists provide mental health support in this service?

☐ Yes ☐ No

If **Yes**, are they:

i. Psychologists from within our hospital: ☐ Yes ☐ No

ii. Psychologists from other hospitals: ☐ Yes ☐ No

iii. Private practice psychologists: ☐ Yes ☐ No

4. Do psychiatrists provide mental health support in this service?

☐ Yes ☐ No

If **Yes**, are they:

i. Psychiatrists from within our hospital: ☐ Yes ☐ No

ii. Psychiatrists from other hospitals: ☐ Yes ☐ No

iii. Private practice psychiatrists: ☐ Yes ☐ No

5. Please indicate the number of hours per day that this service is open: \_\_\_\_\_ hours

6. How do potential users contact this service?

a. Telephone helpline: ☐ Yes ☐ No

b. Via a web-based interface: ☐ Yes ☐ No

If **Yes**:

- Free telephone call-back: ☐ Yes ☐ No

- Make appointment online for a face-to-face meeting: ☐ Yes ☐ No

7. Can the mental health support service refer patients to other services?
- ☐ Yes, to the occupational health unit
  - ☐ Yes, to the psychiatry unit
  - ☐ Yes, to other services
  - ☐ No
8. Do you have mental health support services for use by the families and/or relatives of patients?
- ☐ Yes ☐ No
9. For mental health support services targeting healthcare workers, which professions can use the service:
- ☐ Staff from the intensive care unit
  - ☐ All healthcare professionals in the hospital
  - ☐ Staff from any hospitals or establishments that belong to our hospital group
  - ☐ Private practice physicians
  - ☐ Staff from nursing homes
10. Does the mental health support service work in collaboration with other organisations or services?
- ☐ Yes ☐ No
- If **Yes**, please give details: \_\_\_\_\_
-

## 2. Study Questionnaire for completion by providers of mental health support services

**For Healthcare Workers staffing mental health support services:**

- **Name of hospital** (choice from a dropdown list) \*: \_\_\_\_\_
- **Sex**\*: ☐ Male ☐ Female
- **Age**\*: ☐ 20-34 years ☐ 35-49 years ☐ 50-65 years ☐ More than 65 years
- **Profession** (choice from a dropdown list)\*: nurse/physician/psychologist/resident/medical student
- **Number of years' experience**\*:  
☐ < 5 years ☐ 5 to 10 years ☐ > 10 years
- **Usual place of work**: ☐ Hospital ☐ Private practice ☐ Other. Please specify: \_\_\_\_\_
- **If you work in a hospital, is it**: ☐ a university hospital ☐ a specialist psychiatric hospital
- **Do you have training in medico-psychological emergencies**\*: ☐ Yes ☐ No
- **Is your usual place of work an occupational medicine department?**\*: ☐ Yes ☐ No
- **If you are a psychologist, what type of initial training do you have?** (choice from a dropdown list)  
Clinical psychology/Psychoanalysis/Social Psychology/Work Psychology/Developmental Psychology/Cognitive Psychology/Neuro-Psychology/Other (please specify)/Not applicable (I am not a psychologist)
- **Is this the first time you have worked on a helpline providing mental health support for healthcare workers**\*?  
☐ Yes ☐ No  
If no:
  - How many times have you done so previously:
  - When was the last time (specify the date):
- **When providing mental health support, I know where or to whom I can refer the patients**: ☐ Yes ☐ No

- If appropriate, where did you refer callers after your contact with them via the helpline? (follow-up with our service, presence-based interview, medical consultation, follow-up in a medico-psychological care centre, hospitalisation, other (please specify).

- What was your comfort-level providing this service?\*

On a scale from 0 to 10 (0 = I felt very uncomfortable; 10 = I felt totally comfortable)

- Do you think that additional training would be useful in providing mental health support services? ☐ Yes ☐ No

- If yes, what areas do you think the training should cover? *Free text answer*

- What difficulties did you encounter during your time providing mental health support during the epidemic? (specific situations, your perceptions, organisation...) *Free text answer*

- Would you provide this service again if asked? ☐ Yes ☐ No

- If no, please tell us why not: \_\_\_\_\_

- Do you have any suggestions for improving the help offered by the mental health support service ☐ Yes ☐ No

If yes, please specify: \_\_\_\_\_

**Additional File S3:** (DOCX) Details of the number of times each theme was mentioned by the respondents.

Theme	Number of occurrences (37 respondents)	
By participating in the provision of mental health services, I had some difficult experiences	46 responses 49 themes	
	N	%
Concerning the work organisation (practical/logistic organisation; uncertainty; hierarchy)	21	43
Concerning specific clinical situations (Non-COVID-related problems; refusal of care; low uptake)	12	24.5
Concerning my own emotional burden	11	22.4
Concerning recognition of my work on this service	3	6.1

Concerning my training, lack of experience in this activity	1	2.0
Concerning decision-making	1	2.0
<b>Need for additional training</b>	<b>21 responses</b>	<b>23 themes</b>
To improve my competence	18	78.3
Improve theoretical knowledge	11	47.8
Improve interview technique/telephone interviewing	7	30.4
To improve organisation of service delivery	5	17.4
<b>Improvements to this service are possible</b>	<b>13 responses</b>	<b>16 themes</b>
For the practical/logistic organisation	7	43.8
In the recognition given to this service and its providers	4	25
In the training for the professionals providing the service	3	18.7
In evaluating the efficacy of the service	2	12.5