

# Health Workers Recognition Award: Service Delivery

## Dr. May Jasem Almeraisi

**Ensuring mental health well-being during COVID-19:  
Dr May Almeraisi and national mental health helpline team deliver fully  
integrated, interdisciplinary service in Qatar**



Dr May Jasem Almeraisi is a highly qualified senior clinical psychologist with over 20 years' experience in child, adolescent and family mental health. In her current role as the Clinical and Executive Director for Hammad Medical Corporation Clinical and Services Development in Qatar, she has played a key role in the establishment of a national mental health helpline during the COVID-19 pandemic and led the helpline team. The helpline is a fully integrated, confidential interdisciplinary service that offers timely access to people requiring mental health services – reducing the previous waiting time of more than 4 weeks to less than 3 days. The multilingual helpline has received more than 35 000 calls since it was launched in 2020, with 90% of its users using the service more than once and reporting a 93% user satisfaction rate. As many as 10 000 calls have been made by frontline health care professionals during the COVID-19 pandemic and the helpline team have demonstrated their ability to respond to the psychological and health challenges faced by health care professionals and the general population during the pandemic.