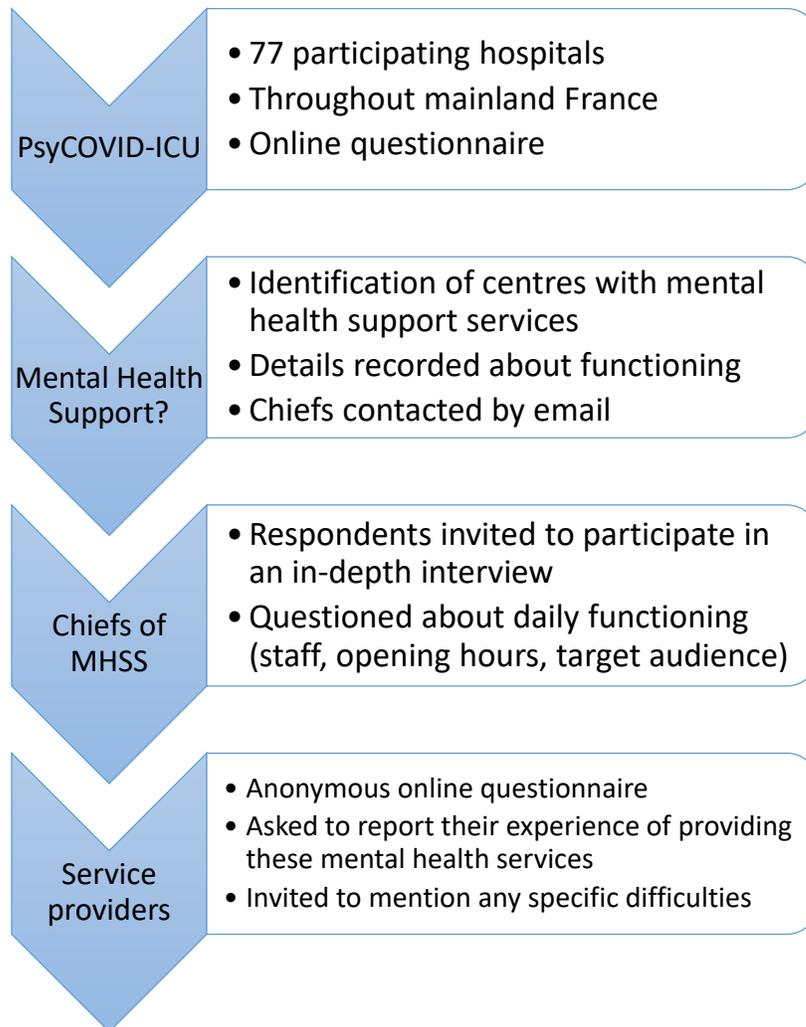


Additional File S1: (.DOCX) Graphical representation of the study methodology.



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:

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
Need for additional training	21 responses	23 themes
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
Improvements to this service are possible	13 responses	16 themes
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