

Illustrative Case Scenarios: Extending Care Beyond the Therapy Session

Claireena™ is a phone-based, AI-assisted emotional support system designed to extend behavioral health support beyond the therapy session—into the time where individuals are navigating daily life.

Rather than replacing clinical care, Claireena™ is intended to function as a structured, real-time support layer between sessions, where individuals may benefit from additional reinforcement, reflection, and emotional processing.

Developed by Thrive Mental, LLC, a mental health technology company, Claireena™ is designed to complement existing care models by improving continuity, supporting engagement, and expanding access to support without increasing burden on providers.

Important Note

The scenarios presented in this document are **illustrative** and are intended to demonstrate potential applications of AI-assisted emotional support.

These examples:

- Do not represent real patients
- Do not reflect clinical outcomes
- Do not represent results from Thrive Mental, LLC implementations

This document is intended to support understanding of how AI-assisted emotional support may function within real-world behavioral health contexts, based on established challenges and emerging care models.

The Reality: Challenges Between Sessions

Behavioral health care is traditionally structured around scheduled interactions. However, the majority of an individual's experience occurs outside of those sessions—during daily life, in real time.

During this period, individuals may encounter:

- Emotional triggers in real-world environments
- Interpersonal conflict
- Anxiety and uncertainty
- Difficulty applying learned coping strategies in the moment

Research and industry findings consistently highlight several challenges associated with this gap between sessions, including:

- Limited access to support when it is needed most
- Gaps in follow-through and engagement
- Difficulty reinforcing therapeutic concepts outside of structured settings
- Provider capacity constraints that limit between-session interaction

These challenges point to a broader need for **accessible, real-time support mechanisms** that extend beyond scheduled clinical care.

Research and Industry Context

A growing body of academic research and industry development supports the role of technology-assisted behavioral health tools as a supplement to traditional care.

- A randomized controlled trial demonstrated that a fully automated conversational agent delivering cognitive behavioral therapy (CBT) content significantly reduced symptoms of depression and anxiety in young adults (Fitzpatrick et al., 2017)
- Systematic reviews of digital mental health interventions indicate that technology-assisted tools can improve engagement and treatment adherence when used alongside clinician-led care (Lattie et al., 2019)
- Behavioral health research consistently identifies the period between sessions—and particularly post-discharge—as a critical window for disengagement and relapse (Mohr et al., 2013)
- Post-discharge studies indicate that a substantial portion of individuals do not attend follow-up behavioral health visits within 30 days, increasing risk of relapse and rehospitalization (PubMed Central)
- Individuals discharged from inpatient psychiatric care face significantly elevated risk during the first week following discharge, underscoring the importance of continuity of care (Oxford Academic)

In parallel, industry platforms such as Wysa and Woebot reflect increasing adoption of AI-assisted tools designed to support individuals outside of traditional therapy sessions.

Taken together, these findings highlight a broader shift toward **continuous, accessible support models** that extend beyond scheduled clinical interactions.

Key Challenges in Between-Session and Post-Discharge Care

Research and industry findings consistently identify several challenges in maintaining continuity of care:

Gaps in Follow-Through

A significant portion of patients do not attend follow-up visits, leading to disruption in care continuity

Limited Accessibility

Scheduling, transportation, and provider availability can delay access to support

Inconsistent Reinforcement of Care

Patients are often expected to independently apply therapeutic techniques without real-time support

Provider Capacity Constraints

High caseloads limit the ability to provide ongoing between-session engagement

Financial and Perception Barriers

Cost and stigma continue to impact engagement in ongoing care

Conceptual Role of Between-Session Support

Given these challenges, extending support into the time between sessions represents a potential opportunity to improve continuity of care.

When considered conceptually, between-session support may:

- Provide accessible interaction during real-world moments of need
- Support reinforcement of therapeutic concepts outside structured settings
- Help maintain connection to care between scheduled visits
- Reduce reliance on delayed or infrequent interactions

These considerations reflect an emerging shift from **episodic care toward more continuous models of support**.

Conceptual Scenarios: Extending Support Between Sessions

The following scenarios illustrate how AI-assisted emotional support may function within real-world behavioral health contexts.

Scenario 1: Post-Session Emotional Processing

An individual leaves a therapy session with new insights but encounters emotional discomfort later in the day.

Rather than waiting until the next session, they engage in a structured, conversational interaction that:

- Supports reflection on the session
 - Reinforces key takeaways
 - Helps organize thoughts in real time
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Scenario 2: Interpersonal Conflict in Daily Life

An individual experiences conflict in a personal or professional relationship.

In the moment, they may:

- Feel emotionally reactive
- Struggle to apply previously learned techniques

Access to real-time support may help:

- Reduce emotional intensity
 - Encourage reflection before response
 - Reinforce coping strategies introduced in therapy
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Scenario 3: Anxiety in Unstructured Environments

An individual experiences anxiety outside of structured environments.

Without immediate support, this may contribute to:

- Avoidance behaviors
- Escalation of distress

- Difficulty regulating emotions

A structured support interaction may help:

- Facilitate grounding
 - Support verbal processing
 - Reinforce coping strategies
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Scenario 4: Post-Discharge Vulnerability

An individual transitions from a higher level of care back into daily life.

This period is often associated with:

- Increased emotional vulnerability
- Reduced clinical contact
- Elevated risk of disengagement

Between-session support may help:

- Maintain connection to care concepts
 - Reinforce continuity
 - Provide accessible support during high-risk periods
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Potential Role of AI-Assisted Emotional Support

Within the broader behavioral health landscape, AI-assisted emotional support may serve as:

- A **continuity layer** between clinical interactions
- A **reinforcement mechanism** for therapeutic concepts
- An **accessible support channel** during real-world emotional experiences

These systems are not intended to:

- Replace clinicians
- Provide diagnosis or treatment
- Function as crisis intervention services

They are designed to support individuals in the **application of care**, rather than its delivery.

Future Considerations

As behavioral health care continues to evolve, areas of focus may include:

- Alignment with reimbursement pathways to support scalable adoption
 - Integration with existing clinical workflows
 - Continued development of conversational and support technologies
 - Exploration of how technology-assisted support can complement clinician-led care
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Conclusion

Behavioral health care is traditionally structured around scheduled sessions, yet emotional experiences occur continuously.

The gap between sessions represents a critical period during which individuals must navigate challenges independently.

AI-assisted emotional support introduces a structured way to engage during these moments—providing reinforcement, accessibility, and continuity without replacing clinical care.

These illustrative scenarios demonstrate how such systems may function within real-world contexts, based on established challenges and emerging models of care.

About Thrive Mental, LLC

Thrive Mental, LLC is a mental health technology company focused on advancing AI-assisted emotional support and expanding access to behavioral health resources beyond traditional clinical settings.