

Mind over chatbot

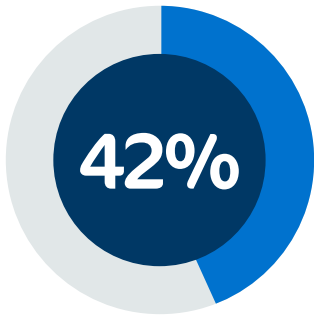
61% of people in Ireland have used AI or a chatbot for mental health matters.

That’s not a niche habit, it’s how a lot of us are coping, day to day.

Used carefully, AI can be useful. It’s always available, it costs nothing, and it can help you name what you’re feeling or prepare for a conversation you’ve been putting off.

The skill is knowing where its usefulness ends.

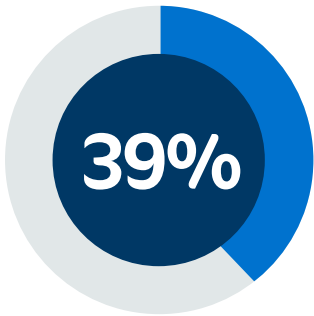
In a crisis, don’t lean on AI. Call a GP, a helpline, emergency services, or a friend.



almost always follow AI’s advice **without question**.



1 in 3 say AI advice led them toward harmful behaviour.



felt **uneasy** after mental health advice from AI.

Five ways to use AI well for your mind health

1	Understand, don’t diagnose	Ask “what are the signs of anxiety?” rather than “do I have anxiety?” AI can’t see your history. A GP or therapist can.
2	Be specific in your prompts	Vague questions get vague answers. Give real context, what happened, how long it’s been going on, what you’ve already tried.
3	Keep it general, not personal	Don’t share your name, employer or medication. AI chat isn’t confidential the way a conversation with a clinician is.
4	If it feels extreme or off, stop	Check any advice that surprises or unsettles you with a professional before you act on it.
5	Daily reassurance is a sign	Asking AI to reassure you every day? That’s your cue to talk to someone in confidence instead, maybe a friend or someone more qualified like your GP or a therapist.

TOP TIP

The best support isn’t artificial.

Some things need a person. Laya is keeping pace, advancing confidential mind health support in the way we know people actually want to access it: fast, and without the stigma that still stops so many people asking for help. Our 24/7 Mental Wellbeing service gives you immediate phone support from Irish-based, qualified therapists. Confidential, with no referral or waiting list.

Find it in the **Member’s Area** and save the number today, before you need it.

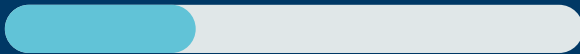
For employers

73%



of employees report at least one stress-related work impact.

1 in 3



(33%) have taken sick leave due to problems with mental or psychological health.

89%



would take part in mental health and wellbeing support programmes at work when offered.

Laya Healthcare’s 24/7 Mental Wellbeing Service

A confidential, human alternative to AI: real support, any time you need it, not just office hours. It’s backed by AXA’s global Mind Health expertise and included in cover at no extra cost for members aged 16+, accessible any time through the **Member Area** on [layahealthcare.ie](#).