

Table 3 Themes and categories that emerged from the study data

Theme	Category
Challenges of tele-mental health services during COVID-19 pandemic	Technology
	Cost of consultation
	Privacy
	Therapeutic alliance
Facilitators of tele-mental health services during COVID-19 pandemic	Convenience
	De-stigmatizing mental health
Suggestions to improve tele-mental health services	Streamlining the processes for making an appointment and payment
	Subsidizing the cost of virtual consultation