

# A TESTIMONIAL COURTNEY'S STORY

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## A Journey Through Mental Health: Finding Support and Understanding

### When every day became a challenge

Waking up each day felt like a challenge I couldn't overcome. I fought a deep and heavy sadness, resistant to my efforts of mindfulness and exercise. Low moods and panic attacks became frequent at work, particularly during moments of conflict. Overwhelmed by pressure, I often found myself in tears, my nervous system so weak it felt as if I'd been hit by a bus. This ongoing struggle not only impacted my performance but also my overall wellbeing.

### The weight of grief

After the loss of a close family member, my situation worsened. The grief deepened my negative thoughts and heightened my sense of disconnection from those around me. Returning to work became an uphill battle; the demands of my role - being present and navigating difficult conversations - felt overwhelming. I constantly battled brain fog and feelings of distress, prompting me to seek help through Teladoc Health via AIA MyCare.

### A decade of struggles

For over ten years, I had quietly endured mental illness, unaware of its true nature. I mistakenly believed my anxiety was normal, only intensifying my self-criticism for not being able to manage it. While I had consulted my family doctor, my symptoms were often dismissed as hormonal or emotional. I was prescribed medication, but the stigma I felt surrounding mental health made me hesitant to take that step.

It took years and considerable expense to find a psychologist I truly connected with. When that breakthrough finally occurred, I received a diagnosis of complex post-traumatic stress, major depression, and anxiety disorders. This shed light on how my turbulent upbringing and developmental trauma shaped my present-day struggles. Despite this newfound awareness, I lacked the necessary tools to heal.

### Finding validation and support

Reaching out to Teladoc Health was a pivotal moment in my journey. The team validated my experiences, creating a safe space where I could explore my challenges. For the first time, I received a comprehensive report detailing my diagnosis and its roots in my upbringing. This report laid out a clear treatment plan, recommending medication and cognitive therapies tailored to improve my mental health, all at no cost to me, and with confidentiality.

This structured approach allowed me to process my experiences logically and rationally, empowering me to have informed discussions with a new doctor about my treatment options.

### Taking steps towards healing

Now, six months into my medication and having explored two new types of therapies with my psychologist, I've noticed a remarkable change in how I manage my symptoms. The support from Teladoc Health has not only helped me rebuild relationships but also enabled me to create a back-to-work plan that balances my workload with my mental health needs. Regular consultations with my doctor ensure that my medication aligns with my changing needs. Teladoc have also helped me identify a plan to reduce my medication over time as my mental health improves.

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### A hopeful future

Today, I understand myself better and trust in my ability to navigate my ongoing recovery. Teladoc Health guided my path forward, presenting me with viable options. My scores on the Depression, Anxiety, and Stress Scale (DASS) have shown significant improvement. While I recognise that this journey is lifelong, I now feel equipped to manage it. I know I can reach out to Teladoc whenever I need further support.

I wholeheartedly recommend Teladoc Health to anyone grappling with mental health concerns or struggling with mental illness. Their team is kind, compassionate, and professional, offering guidance that has become a key part of my healing journey. With their support, I'm on the path to better mental health and a future full of hope.

**Take the first step today**

At AIA we know that suffering with mental illness can feel lonely, and at times is often misunderstood. AIA MyCare can provide you with all round care and tools to support you on your mental wellbeing journey.

Take the first step by signing up to AIA MyCare, where you can book your first appointment with a Teladoc Health Clinician.

MyCare is provided by Teladoc Health as part of your corporate policy with AIA New Zealand Limited (AIA).

You can access our services by calling  
**0800 425 005** or visiting **www.aiamycare-teladoc.com**

Please keep in mind that AIA MyCare is not insurance (including health insurance) and does not take the place of the member's present doctor or medical professional. To utilise Mental Health Navigator, members must be 18 years or over and residing in New Zealand.

