

Article

AI in Psychological Practice: What Tools are Available and how can They Help in Clinical Psychology?

Daniel de la Fuente Tambo  & Manuel Armayones Ruiz 

Universitat Oberta de Catalunya, Spain

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ABSTRACT


This article reviews the use of artificial intelligence (AI) in the field of clinical psychology, evaluating tools that support psychology professionals in their daily work. A market analysis of AI-based products currently available was conducted, from which 12 were selected for a more detailed evaluation. The results show that, although not all tools meet strict criteria for security and scientific evidence, there are well-established options, especially in the United States and the United Kingdom, where implementation is more advanced. This study suggests that the adoption of AI in the therapeutic field is increasing and may provide professionals with a useful complement, helping them with administrative or repetitive tasks and allowing them to focus on more complex aspects of therapy.

La IA en la Práctica Psicológica: ¿qué Existe y Cómo Puede Ayudar en Psicología Asistencial?

RESUMEN

Este artículo revisa el uso de la Inteligencia Artificial (IA) en el ámbito de la Psicología asistencial, evaluando herramientas que apoyan a profesionales de la psicología en su trabajo diario. Se realizó un análisis de productos basados en IA disponibles actualmente (fecha: mayo 2024), de los cuales se seleccionaron 12 para una evaluación más detallada. Los resultados muestran que, aunque no todas las herramientas cumplen con criterios de seguridad y evidencia científica, existen opciones bien establecidas, especialmente en Estados Unidos y Reino Unido, donde su implantación es más avanzada. Este estudio sugiere que la adopción de la IA en el ámbito terapéutico va en aumento y que puede ofrecer a las y los profesionales un complemento útil, ayudándoles a realizar tareas administrativas o repetitivas y permitiéndoles centrarse en aspectos más complejos de la terapia.

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Correspondence: Daniel de la Fuente Tambo ddela_fuente@uoc.edu 

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AI in Psychology: Concerns, Realities, and Questions

ChatGPT was released in December 2022, and it reached one million users in just five days (NerdyNav, 2024). Since then, news about advancements in artificial intelligence (AI) has appeared daily, often presenting visions of a dystopian future of how this technology will transform different sectors of society. Clinical psychology is no exception to this tide of change. As AI advances and improves, it is inevitable to ask to what extent it will affect psychological practice and the relationship between therapist and patient.

To understand the impact of AI in psychology, it is useful to distinguish between "invisible" AI, which acts behind the scenes by analyzing data and detecting patterns in systems such as electronic health records (Ribera & Diaz Montesdeoca, 2024), and generative artificial intelligence (GAI), capable of interacting directly with users through natural language processing (Purohit, 2023). While invisible AI algorithms optimize processes and give us suggestions for videos or movies, GAI adds a level of conversational interaction that can emulate—at least in appearance—certain aspects of a psychological intervention. This ability to "converse" in terms comprehensible to humans raises a number of questions, particularly in relation to its ethics in the clinical context.

In the field of psychology, AI offers multiple possibilities. From tools that support therapists in administrative tasks, such as transcribing and organizing sessions, to systems capable of recognizing emotions to detect signs of depression or anxiety. In addition, it can take the form of therapeutic chatbots based on the principles of cognitive behavioral therapy (CBT), which allow patients to access emotional support resources between sessions, at times when the psychology professional is not available (Luxton, 2014; Schueller & Morris, 2023; Amann et al., 2023; Raile, 2024).

However, the potential of GAI to transform professional practice goes hand in hand with certain doubts or concerns. To what extent are these tools based on proven psychological techniques and supported by scientific studies? Are they truly useful solutions, or do they just represent commercial hype without a solid clinical foundation? What tools are actually on the market today? Are they really reliable?

Objective

The aim of this study is to explore the AI-based tools currently available worldwide in the field of clinical psychology, analyzing how they are integrated in therapy and how they interact with the professional or the patient. With a comparative approach, different products are examined in terms of functionality, scientific support, and information privacy management. Through this analysis, we seek to understand what tasks AI can perform in professional practice, assessing to what extent these tools are based on scientific evidence, whether their use is widespread, and how they manage the privacy of sensitive data. In addition, the study aims to shed light on the potential impact of these

technologies on the role of psychology professionals, raising questions about the transformation of their functions in the context of an AI boom.

Methodology

To conduct this study, an observational analysis was carried out focused on selecting and evaluating AI tools applied to clinical psychology. We began with a worldwide market analysis to identify tools that could be useful in the psychological field. Initially, 54 tools were identified, of which 35 were discarded (approximately 65%) due to failing to meet the basic criteria, such as (a) having to be technologically mature products, (b) having to be truly AI-based, or (c) having to play a clear role in supporting care practice. Full details of the tool search can be found in De la Fuente and Armayones (2024b).

After this first phase, 12 tools that met the requirements were selected and underwent a more detailed analysis. In these tools we evaluated, among other characteristics, whether these products were widespread among psychologists and patients, what kind of tasks they could perform in clinical psychology, whether they had scientific support or what they did with the information collected in consultation. To obtain the necessary information, we relied solely on public sources based mainly on the official websites of the products.

Finally, a comparative analysis or benchmarking was carried out to compare the selected tools with each other.

In terms of origin, the 12 products analyzed were from different countries, with the United States and the United Kingdom being the most represented. Additionally, two products developed in Spain were selected. Table 1 shows the 12 products together with their country of origin and a description of the products analyzed.

Results

Role of AI in Therapy

When analyzing AI-based tools in the therapeutic context, three main roles were identified that allowed us to categorize the tools: administrative, assistant or collaborator of the practitioner, and patient monitoring. Each of these roles fulfills specific functions that allow AI to assist the psychologist in their daily practice. A summary of the tasks that can be performed by the AI in each of the roles can be found in Table 2.

Administrative Role

In its administrative role, AI assists the psychologist by performing routine functions, such as scheduling and planning appointments. In addition, some tools offer the ability to record, summarize, and transcribe sessions, or manage patients' clinical records. In this role, the AI acts like a technician in the clinic performing administrative tasks, which initially allows the psychologist to spend more time with their patients. In this category, we can find products such as *Eholo*, *Mentalyc*, or *Texta AI*.

Table 1
Analyzed Tools

Tool	Country	Description
<i>Aimentia</i>	Spain	Mental health platform that uses AI to support professionals and patients in the diagnosis, treatment, and follow-up of mental disorders (Aimentia, 2023).
<i>Cass</i>	United States	Mental well-being assistant that uses AI to offer support through text messages. In case of risk, connects with psychologist. +30M users (Cass, n.d.).
<i>Censeo</i>	United Kingdom	GAI-based tool to assess and treat various disorders such as DEP, GAD, PTSD, or OCD. + 5,500 psychologists (Censeo, 2024)
<i>Eholo</i>	Spain	Platform for psychologists offering a comprehensive system to manage clinical practice (agenda, documentation, transcriptions, etc.) 10,000+ psychologists (Eholo, 2024)
<i>Jobot</i>	Australia	GAI-based chatbot that provides personalized psychological support. It uses CBT techniques to manage stress and anxiety (Jobot, 2018).
<i>Limbic</i>	United Kingdom	Tool that collaborates with therapists in the evaluation, treatment, and follow-up of patients. Implemented in 40% of the NHS (UK) (Limbic, 2024).
<i>Lyssn</i>	United States	Technology platform that uses artificial intelligence to improve the quality of psychotherapy through automated feedback and analysis (Lyssn, 2024).
<i>Mentalyc</i>	United States	AI software designed to help psychotherapists transcribe sessions and generate progress notes in an efficient and HIPAA-compliant manner (Mentalyc, 2024).
<i>Texta AI</i>	Estonia	Helps therapists write session notes, reports, and treatment plans. Can also generate customized materials for clients (Texta, 2024)
<i>Youper</i>	United States	Mental health chatbot that uses CBT techniques to help manage anxiety and depression. Offers support and improves mental health through GAI-guided conversations. 1M+ users (Youper, 2023)
<i>Wysa</i>	India	Chatbot with GAI that provides emotional support and tools for people with stress, anxiety, or depression. Uses CBT and MFN techniques. 6 M+ users (Wysa, 2023)
<i>Woebot</i>	United States	Conversational chatbot supported by GAI. Aimed at patients seeking support who have symptoms of stress, anxiety, or depression. Based on CBT and MFN. 1.5M users (Woebot Health, 2024)

Role of Assistant or Collaborator of the Psychologist

In the role of assistant or collaborator, AI goes beyond administrative tasks to actively support the psychologist in the clinical process, helping the psychologist in the analysis of patient information and even in decision making. These tools can analyze questionnaires, identify behavioral patterns, and even assist in diagnosis. In other words, here AI acts as a kind

Table 2
Roles of AI in Clinical Psychology

Role	Tasks performed	Commercial tools
Administrative	Planning and scheduling of visits Session recording and summary generation Management of clinical records and accounting	<i>Eholo, Texta AI, Mentalyc</i>
Psychologist's Assistant	Analysis of responses to questionnaires Identification of behavioral patterns Diagnostic identification assistance Suggestion of therapeutic interventions Supervision in collaboration with the psychologist Monitoring and adjustment of treatment Consultation of updated technical databases Feedback to the psychologist	<i>Lyssn, Censeo, Limbic, JoBot, Aimentia</i>
Patient Follow-up	Preparation with the patient for future sessions Patient follow-up between sessions Chatbots for emotional support, CBT Educational resources and tools	<i>Censeo, Limbic, JoBot, Aimentia, Cass, Woebot, Wysa, Youper</i>

of “apprentice” or “clinical assistant” that supports the psychologist by providing additional information and suggesting possible interventions.

One example is *Lyssn*, a tool that analyzes patient responses through questionnaires, detecting patterns that may reflect emotional problems or specific disorders. We also find *Limbic*, which helps the therapist to monitor the patient's progress throughout the treatment, proposing adjustments according to the changes observed. Another tool in this category is *Aimentia*, which provides intervention suggestions based on updated databases, and offers continuous feedback to the psychologist. With these tools, AI becomes a collaborator that allows the psychologist to perform more accurate monitoring and better adapt therapies to the patient's needs.

Patient Monitoring

The patient monitoring role is where AI takes on a more autonomous role, helping to maintain treatment continuity between face-to-face sessions. These tools provide patients with resources they can use on a day-to-day basis. This type of AI includes tasks such as sending reminders, monitoring symptoms, and the ability to interact with therapeutic chatbots.

For example, *Woebot*, *Wysa*, or *Youper* are chatbots that employ cognitive behavioral therapy (CBT) techniques to emotionally support patients in times of stress or anxiety. These apps offer exercises and techniques that patients can practice when needed. This type of constant support helps patients feel accompanied in their improvement process, even outside of sessions, and allows the psychologist to observe more clearly the patient's evolution between consultations.

Taken together, these roles show how AI can complement and enhance the work of the psychologist, allowing him or her to delegate administrative tasks, receive support in clinical analysis

and provide continuous patient follow-up. Far from replacing the professional, AI acts as a support tool that facilitates more personalized and efficient care for the patient.

Number of Current Customers

The analysis reveals that, to date, many of these solutions are achieving widespread use by professionals and patients. As shown in Table 3, the age and number of users that are using each tool varies by role, but is generally increasing.

In the administrative role, for example *Eholo*, a Spanish product, is used by more than 10,000 psychologists, which indicates a good acceptance among professionals seeking to optimize the organizational part of their practice. Tools in the role of psychologist's assistant, such as *Censeo* and *Limbic*, are also widely adopted. *Limbic* is installed in approximately 40% of NHS clinics in the UK, demonstrating its high impact. These tools are specifically designed to support the therapist in the assessment and follow-up of patients. Finally, in the patient monitoring role, tools aimed directly at the end user—such as *Woebot* or *Wysa*—have a considerably high user base; millions of patients in the United States are already using them.

Taken together, these data reflect a growing adoption of AI tools in the field of clinical psychology, both by professionals and patients. This trend suggests that the use of AI in psychological practice could consolidate in the coming years.

Scientific Evidence

Given that psychology is an evidence-based discipline, scientific support is essential for the incorporation of new technological tools in clinical practice. To assess the scientific robustness of each AI tool, we analyzed two aspects: (a) whether psychologists had participated in the design of the tool and (b) the entries available in Google Scholar. Table 3 shows the data for each tool.

The tools in the administrative role, such as *Eholo*, *Texta AI*, and *Mentalyc*, are not present in academic studies, which is understandable

given that their function is mainly organizational and managerial, without involvement in the therapeutic process. In this case, the degree of satisfaction of professionals has been used as an indicator for comparison.

In the role of psychologist's assistant, tools such as *Lyssn* and *Limbic* stand out for their scientific support, with multiple published studies (97 entries for *Lyssn* and 12 for *Limbic*). This is logical, as they are designed to support diagnosis and clinical follow-up, areas where scientific accuracy is important.

As for patient monitoring, most of the tools—such as *Woebot*, *Wysa*, and *Youper*—have a high volume of studies validating their use, especially when applying techniques such as cognitive behavioral therapy (CBT). This reinforces their usefulness, as they are in direct contact with patients and need to ensure the safety and efficacy of their interventions.

Information Security and Privacy

According to the study by De la Fuente et al. (2024a), one of the major concerns of psychologists when introducing AI in therapy is to ensure the privacy of information in the therapeutic context. This area is especially relevant given that data collected in therapy are highly sensitive, and any information breach could compromise the therapeutic bond and the professional code of ethics.

The tools analyzed in this study are paid, generally by subscription, and most of them inform users about the privacy of information in the sign-up contract. To evaluate how each tool handles privacy, criteria were developed to assess security (see Table 4). This list of criteria includes aspects such as whether they comply with the data protection law (GDPR in Europe), whether they request explicit consent from the customer to collect information, whether they inform what type of information they collect and how long they retain it before deleting it, and whether they mask or encrypt the information collected. This checklist made it possible to establish a uniform security assessment for each tool.

Table 3
Scientific Evidence and Degree of Adoption

	Role	Years on the Market	Number of Users	Psychologist Group	Google Scholar entries
Administrative	<i>Eholo</i>	3	10.000+	Yes	0
	<i>Texta AI</i>	5	n.s.	No	0
	<i>Mentalyc</i>	3	n.s.	No	1
Psychologist's Assistant	<i>Censeo</i>	4	5.500+	Yes	3
	<i>Lyssn</i>	7	High	Yes	97
	<i>Limbic</i>	3	40%+ NHS	Yes	12
	<i>JoBot</i>	6	n.s.	No	1
	<i>Aimentia</i>	4	n.s.	Yes	4
Patient Follow-up	<i>Cass</i>	n.s.	30M	Yes	160
	<i>Woebot</i>	5	1.5M+	Yes	2,330
	<i>Wysa</i>	7	6M+	Yes	1,110
	<i>Youper</i>	7	1M+	No	292

Table 4
Criteria for Information Privacy Evaluation

Evaluation	Description
Regulatory Compliance	Does it comply with GDPR (Europe) or similar laws such as CCPA in California?
Transparency and Consent	Does it inform users about what data is collected, and how it will be used, and does it obtain explicit consent from users?
Types of Data Collected	What type of personal data does the product collect, and is there a valid justification for collecting each type of data?
Security Measures	Are techniques such as data encryption, anonymization, or security enhancement used?
User Access and Data Control	Can users easily access their personal data to review or update it?
Data Retention Policy	What is the product's data retention policy?
Data Sharing with Third Parties	Does the product share data with third parties? If so, who are these third parties and why do they need access to this data?

The results of the analysis vary depending on the role played by each tool. In the patient monitoring role, almost all tools meet the safety indicators. This makes sense, given that they interact directly with patients and manage sensitive information in the context of therapy. Tools such as *Woebot*, *Wysa*, and *Youper* have implemented clear data protection measures, ensuring that users' personal information is handled in accordance with privacy regulations.

In the role of the psychologist's assistant, some variability was observed. Tools such as *Limbic*, *Lyssn*, and *Aimentia* do detail how they manage information and meet security criteria, which reinforces their reliability in terms of privacy. However, other tools in this category show less clarity in their policies, which is a barrier to adoption.

Finally, in the administrative role, the greatest gaps were identified in terms of details on information management. Although tools such as *Eholo* and *Texta AI* indicate that they comply with privacy regulations on their web pages, they do not provide enough detail to clearly demonstrate compliance. This does not necessarily mean that they do not comply with the regulations, but the lack of this information may raise doubts among professionals interested in implementing these tools.

The information security column in [Table 5](#) shows the final result of the privacy analysis for each tool. This summary makes it possible to quickly visualize which tools meet the privacy requirements and which have areas for improvement.

Table 5
AI Tools Benchmarking

Rol	Functional coverage	Degree of Adoption	Scientific Evidence	Privacy information	Score
Administrative	<i>Eholo</i>	●	●	●	★★★
	<i>Mentalyc</i>	○	○	○	★★
	<i>Texta AI</i>	●	○	○	★
Psychologist's Assistant	<i>Lyssn</i>	●	●	●	★★★★
	<i>Limbic</i>	●	●	●	★★★★
	<i>Aimentia</i>	●	○	○	★★★
	<i>Censeo</i>	●	●	○	★★★
	<i>JoBot</i>	○	○	○	★★
	Patient Follow-up	<i>Woebot</i>	●	●	●
<i>Wysa</i>		●	●	●	★★★★
<i>Youper</i>		●	●	●	★★★★
<i>Cass</i>		●	●	○	★★★

Overall, these results highlight how important it is that AI tools in psychology meet high standards of privacy and information security. While many of the tools aimed at patient monitoring already implement data protection policies, the lack of transparency in some products suggests that privacy remains a challenge to be addressed. Given the sensitive nature of the data processed in the therapeutic context, ensuring confidentiality is not only essential to protect the patient, but also to preserve trust and compliance with the profession's code of ethics.

Benchmarking of AI in Psychology

To provide a comparative view of AI tools in clinical psychology, a benchmarking was performed by grouping the tools according to the role they play. This analysis was based on four parameters: functional coverage, degree of adoption, scientific evidence, and information privacy. These criteria allowed us to evaluate the usefulness and compliance of each tool in relation to the specific needs of each role.

The detailed results can be seen in [Table 5](#). Within each role category, some tools stand out as leaders in their area.

Administrative Management: *Eholo* is the most prominent tool in this category due to its broad functional coverage. However, its information privacy rating is limited.

Psychologist's Assistant or Collaborator: In this category, *Lyssn* and *Limbic* compete for first place. Both tools show high scores on all parameters, including scientific evidence and adoption. This suggests that both products are solid options to support the psychologist in clinical assessment and follow-up, with a scientifically validated approach.

Patient Monitoring: In the patient monitoring category, *Woebot* stands out as the top-rated tool. *Woebot* shows excellence in all criteria evaluated, including a strong scientific evidence base and a well-structured privacy policy, which is crucial given that it interacts directly with patients.

In summary, the benchmarking performed allows the identification of the best valued AI tools in each role of clinical practice, offering psychologists a useful guide to select the option that best fits their needs and professional context. While *Eholo* stands out in administrative management, *Lyssn* and *Limbic* lead in

psychologist support, and *Woebot* is the benchmark in patient follow-up.

Finally, it is worth mentioning that a summary of the tools has been presented in this article. The full analysis can be found in [De la Fuente y Armayones \(2024b\)](#).

Discussion

This study provides a current overview of the use of AI-based tools in clinical psychology, but it has some limitations that should be taken into account. First, the analysis is a "moving snapshot," as the development of these tools is advancing rapidly, which introduces temporal limitations. The data for these tools were collected between the months of May and June 2024. In addition, the study does not cover the entire market, which may introduce biases, especially considering that it focused only on the clinical setting, where, according to [Santolaya \(2003\)](#), approximately 70% of psychology professionals in the Spanish context work.

An additional limitation is that the initial tool selection filter was defined by the research team, which introduces a subjective criterion in the selection. In future studies, it would be valuable for the professional psychological associations to participate in the definition of the "minimums" to be expected from these technologies, thus ensuring consensual criteria aligned with the ethics and good practices of the profession.

Moreover, this analysis was based on information published on the products' websites, which may not be completely objective or exhaustive. The types of scientific studies supporting each tool were also not analyzed in detail, which limits the ability to assess their specific scientific strength.

Looking to the future, a similar study should be extended to other areas of psychology, such as educational or organizational psychology, where AI tools are also likely to be growing. Extending this type of analysis would allow a better understanding of the scope of these technologies in diverse contexts, providing a comprehensive view of how AI is transforming psychology as a whole.

Conclusions

The analysis shows that, although the majority of AI tools in clinical psychology do not pass the initial screening filter (approximately 65%), there is a segment of well-established and growing products, especially in the United States and the United Kingdom. These products mostly come from companies with a 5-10 year track record, backed by significant investments. Tools such as *Limbic*, implemented in 40% of NHS clinics in the UK, or the chatbot *Woebot*, which has 1.5 million users, stand out for their level of adoption and for offering functionalities that complement the psychologist's work.

In general, the tools evaluated function as a complement to therapeutic work, reinforcing psychological assistance without replacing the figure of the practitioner. Many of these tools have been developed by teams of psychologists and are supported by scientific studies. Additionally, paid products usually offer contractual guarantees that reinforce the security and privacy of

patient information. The widespread adoption of these technologies suggests a profound transformation in psychology in the coming years, opening up new opportunities to optimize therapeutic treatment.

Conflict of Interest

The authors declare that there is no potential conflict of interest related to the article.

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