

ABSTRACT

Anxiety disorders can change the way a person deals with problems, socialize with people, make choices, and there are emotional and behavioral abnormalities. Treatment for patients with mental illness can be by counseling with a psychologist which can be done in various ways, one of which is online consultation. Conducting online consultations is part of telemedicine. One of the telemedicine applications in Indonesia is Halodoc. In counseling, therapeutic communication occurs between the psychologist and the patient, which aims to cure the patient. The purpose of this study is to determine therapeutic communication in telemedicine in reducing anxiety in mental illness patients through the Halodoc application. This study uses a descriptive qualitative method with interpretive paradigm. The results of the study show that therapeutic communication through the Halodoc health application carried out by psychologists and patients has fulfilled the required techniques even though it is done online. Then, the therapeutic communication that occurs in the Halodoc application can reduce anxiety in patients with mental illness.

Keywords : Therapeutic Communication, Telemedicine, Anxiety, Halodoc.