Appendix 1: Three Categories of AI Tools

1. Digital Mental Health Technologies (DMHTs)

Digital Mental Health Technologies (DMHTs) are technology-based interventions designed specifically to support mental health, wellbeing, assessment, or treatment. They may use AI, but not always — the key point is the mental-health focus.

Examples

• AI-powered CBT apps

• Digital wellbeing platforms

• Mood-tracking and symptom-monitoring tools

• Virtual mental-health assistants

• Online therapy platforms

Key Features

• Focused on prevention, intervention, or ongoing support

• Often include clinical frameworks (e.g., CBT, mindfulness, behavioural activation)

• May include AI for personalisation or risk prediction

• Typically regulated or moving toward regulation (e.g., medical device standards)

Used By

• NHS services

• Workplaces

• Clinicians

• Individuals seeking self-help

2. Off-the-Shelf (OTS) AI Tools

These are ready-to-use AI products that require no custom development and are not specialised for mental health.

Examples

• Microsoft Copilot

• ChatGPT

• Google Gemini

• Midjourney

• Notion AI

• Claude

Key Features

• Plug-and-play

• Immediately accessible

• Limited customisation

• Designed for broad/general-purpose use

• Not clinical or health-specific

Used For

• Content creation

• Productivity

• Automation

• Basic analytics

3. Commercial / Enterprise AI Tools

These are specialised AI systems sold to organisations with advanced features like integration, compliance, SLAs, and governance.

Some may be health-related, but many are general enterprise solutions.

Examples

• Enterprise versions of Copilot or ChatGPT

• Azure AI services

- IBM Watson Health tools
- Salesforce Einstein
- UiPath AI automation suite

Key Features

- Paid/licensed
- Built for integration into business systems
- Governed, secure, and compliant
- Customisable or extendable
- Scalable for large organisations

Used For

- Large-scale automation
- Business analytics
- Organisational workflows
- Regulated or governance-heavy environments