What's the Difference?

Choosing Therapy a with Therapist or a Chatbot/AI Tool

Feature	Working with a Therapist	Using a Chatbot/AI Tool
Empathy & Judgement	Offers unconditional positive regard, genuine emptthy , and non-judgemental human support	Uses programmed responses and pattern matching, cannot feel or offer genuine human empathy
Confidentiality & Ethics	Bound by strict professional ethics and federal laws (like HIPAA) to maintain confidentiality.	Data privacy policies vary; conversations are recorded, stored, and used to train the model. There are no professional ethical bounaries.
Personalization & Depth	Provides a customized, evolving, relationship that draws on years of clinical experience to address root causes.	Relies on pre-writen scripts and algorithims, can only process information based on past data, not on the unique, in-the-moment dynamics of human connection.
Crisis Intervention	Trained to assess risk, detect crisis situations, and provide immediate, life-saving resources and referrals.	Not reliably equipped for crisis intervention; often programmed to simply suggest calling an emergency number.
Accountability	Provides a structure of human accountability and partnership that motivates long-term change and progress.	Offers no human accountability, making it easier to disengaage or avoid difficult topics.