



# Telemedicine in Rural Maternal Health Monitoring: A Framework for Patient Satisfaction and Utilization Analysis in South Africa

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## Abstract

Rural maternal health monitoring in South Africa has traditionally relied on face-to-face healthcare visits, which are often inconvenient and costly for women living far from urban hospitals. A qualitative approach involving literature review and expert consultations to construct the theoretical model. The framework identifies key factors such as technology accessibility, user education, and telemedicine service quality that influence patient satisfaction and utilization rates. Investment in telemedicine infrastructure and ongoing training programmes for healthcare providers are recommended to enhance service efficacy and expand coverage.

**Keywords:** *African geography, telehealth, qualitative methodology, patient satisfaction, utilization studies, community health networks, service integration*

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