



Telemedicine Platforms and Healthcare Access Enhancement in Northern Ghana Cities: A Mixed Methods Study

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Abstract

Telemedicine platforms have emerged as a promising solution to improve healthcare access in remote and underserved areas of Africa, including Northern Ghana. The study employed a combination of quantitative surveys

($N = 500$) \wedge semi-structured interviews ($n = 30$) with users \wedge providers \wedge gather comprehensive data on telemedicine

benefits, and perceptions. Data were analysed using thematic content analysis for qualitative insights and descriptive statistics for quantitative results. Telemedicine usage increased by 45% over a year in the study area, with significant improvements noted in service availability and patient satisfaction, particularly among underserved populations such as rural areas and low-income communities. The findings suggest that telemedicine platforms can significantly improve healthcare access in northern Ghana cities by bridging geographical gaps and reducing travel time for medical consultations. Healthcare authorities should prioritise the expansion of telemedicine services, particularly in underserved regions, to leverage these platforms as a scalable solution for enhancing healthcare accessibility. Telemedicine, Healthcare Access, Northern Ghana, Mixed Methods Study

Keywords: *Sub-Saharan, Telehealth, Qualitative, Quantitative, Ethnography, Health Systems, Accessibility Studies*

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