User Experience and Acceptance Survey of Mobile Telemedicine in Zanzibar's Mental Health Sector,

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Abstract

The Zanzibar mental health sector faces challenges in accessing specialist care due to geographical isolation and limited resources. A systematic review was conducted using electronic databases, including PubMed and Web of Science. Studies published between January and December were included based on predefined inclusion criteria: peer-reviewed articles focusing on mobile telemedicine applications for mental health diagnosis in Zanzibar. A thematic analysis revealed that while users generally perceived telemedicine as convenient, with a majority (85%) indicating they would continue using the service, there was variability in acceptance among different user groups. For instance, patients expressed concerns about confidentiality and technical difficulties during sessions. Mobile telemedicine holds promise for enhancing access to mental health care in remote areas of Zanzibar but requires tailored strategies to address identified challenges. Develop clear guidelines on data security and confidentiality protocols, conduct further user-focused studies to identify specific needs, and integrate telemedicine into existing healthcare systems with community engagement. Treatment effect was estimated with $text\{logit\}(\pi) = beta\,0 + \vec{\beta}\,p\,X_i$, and uncertainty reported using confidence-interval based inference.

Keywords: *Sub-Saharan, telepsychiatry, qualitative study, usability testing, user-centred design*

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