



Telemedicine in Remote Zambian Communities: Patient Access and Care Quality Indicators Exploration

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Abstract

Telemedicine has emerged as a critical tool for improving healthcare access in remote areas, particularly in Africa where infrastructure and resources are limited. A mixed methods approach combining quantitative data from surveys with qualitative insights through interviews was employed. Data were collected from a sample of 100 patients who used telemedicine services over six months. The analysis revealed that while patient access to telemedicine improved significantly, the quality of care varied depending on the specific service and community context. Telemedicine has enhanced accessibility but requires ongoing monitoring and adaptation to ensure consistent quality across different settings. Strategic partnerships with local health providers are recommended to optimise telemedicine implementation and improve patient outcomes. telemedicine, remote communities, healthcare access, Zambia, mixed methods study

Keywords: African Geography, Telemedicine, Mixed Methods, Community Health, Access Indicators, Quality Assessment, Ethnography

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