



# Engaging Informal Housing Zones: Telehealth Services for Chronic Disease Management in Cairo, Egypt

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## Abstract

Cairo's informal housing zones face significant healthcare challenges due to limited access to formal health services. Chronic diseases are prevalent but often poorly managed in these areas. The study employed mixed-methods research, including surveys, interviews, and focus groups to assess the effectiveness of telehealth services in facilitating healthcare access for vulnerable populations. Patient engagement rates were notably higher among those using telehealth compared to traditional methods (85% vs. 60%), indicating a significant improvement in service uptake. The telehealth programme demonstrated promising results, particularly in increasing patient participation and improving access to healthcare services for underserved communities. Further research should explore scalability of the model and potential integration into broader public health initiatives. Policymakers are encouraged to support further development and implementation of telehealth solutions in informal housing areas. Informal Housing, Chronic Disease Management, Telehealth Services, Patient Engagement

**Keywords:** *Cairo, Informal Settlements, Telehealth, Chronic Disease Management, Community Health, Participatory Research, Geographic Information Systems (GIS)*

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