



Replication Study on Telemedicine Services for Chronic Disease Management in Kenyan Urban Slums: Patient Satisfaction and Utilization Rates in 2010 Context

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Abstract

Telemedicine services have shown promise in improving access to healthcare for chronic disease management in underserved urban slums of Kenya. A quantitative design was employed using a survey methodology with a sample size of 150 patients who had participated in the original study. Data were collected through an online questionnaire administered via email to participants from the original dataset. The findings indicate that patient satisfaction levels for telemedicine services ranged between 72% and 84%, with notable improvements observed in areas of communication quality, accessibility, and convenience compared to traditional healthcare settings. Utilization rates showed a significant increase, with patients reporting an average of two consultations per month. The replication study confirms the positive impact of telemedicine services on patient satisfaction and utilization rates in Kenyan urban slums, supporting the original findings and providing robust evidence for policy makers and practitioners considering such interventions. Based on these results, it is recommended that further investment be made into expanding telemedicine service coverage to underserved populations in Kenya. Additionally, ongoing research should focus on evaluating long-term outcomes and sustainability of these services. Telemedicine, Chronic Disease Management, Patient Satisfaction, Utilization Rates, Kenyan Urban Slums Model estimation used $\hat{\theta} = \underset{\theta}{\operatorname{argmin}} \{ \theta \} \operatorname{sumiell} (y_i, f\theta(\xi)) + \lambda l \operatorname{Vert}\theta r \operatorname{Vert} 2^2$, with performance evaluated using out-of-sample error.

Keywords: African geography, chronic disease management, telehealth, e-health services, patient engagement, data analysis, qualitative research methodologies

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