



# Patient Satisfaction and Success Rates in Telemedicine Programmes for Malaria Treatment in Rural Zimbabwe: An Intervention Study

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### Abstract

Telemedicine programmes have been implemented in various settings to improve access to healthcare services, particularly for remote or underserved populations such as those living in rural areas of sub-Saharan Africa where malaria is prevalent. A mixed-method approach was employed, including quantitative surveys of patient satisfaction and qualitative interviews with healthcare providers and patients. Data collection took place from January to June in rural areas of Zimbabwe where telemedicine services were operational. Patient satisfaction scores averaged 85%, indicating a positive user experience despite some technical issues that affected the success rate, which was estimated at approximately 90% for malaria treatment completion. The qualitative interviews highlighted challenges such as limited internet connectivity and patient literacy in using teleconsultation platforms. The study demonstrated that telemedicine can be an effective tool for delivering healthcare services to rural populations with high levels of satisfaction from patients, though technical infrastructure needs improvement. Continuous investment in telecommunication infrastructure is recommended alongside ongoing training and support for both health workers and patients to overcome current barriers to adoption. Treatment effect was estimated with  $\text{text}\{logit\}(\pi) = \beta_0 + \beta^T p X_i$ , and uncertainty reported using confidence-interval based inference.

**Keywords:** Geographic Terms Related to Africa: Zimbabwe

Relevant Research Topic Terms: Telemedicine, Malaria, Remote Healthcare, Success Rates, Patient Satisfaction

Methodological and Theoretical Terms: Randomized Controlled Trial, Outcome Evaluation, Qualitative Data Analysis, Quantitative Data Analysis, Interventions Studies



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