Patient Satisfaction in Telemedicine Delivery Programmes within Remote Northern Ghana: A Comparative Analysis Over Five Months

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Abstract

Telemedicine delivery programmes have emerged as a critical tool for healthcare access in remote areas of Ghana. A mixed-methods approach was employed, including surveys and qualitative interviews to gather data from patients enrolled in the programmes. Patient satisfaction levels were notably higher (85%) for programmes that utilised interactive video calls compared to text-based communication methods (60%). Telemedicine delivery programmes significantly improved healthcare access and patient outcomes in remote northern Ghana, with interactive video calls demonstrating superior patient satisfaction. Further research should explore the long-term effects of telemedicine on patient health literacy and continuity of care. Patient Satisfaction, Telemedicine, Remote Healthcare, Northern Ghana Model estimation used $\hat{\{\theta\}} = argmin\{\theta\}\, sumiell(yi, f\theta(\xi)) + \lambda lVert\theta rVert\, 2^2$, with performance evaluated using out-of-sample error.

Keywords: *Sub-Saharan, African, South-South, Cross-Cultural, Qualitative-Methods, Global-Health, Telehealth*

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