



# Client Satisfaction with Telehealth Services among Rural Senegalese Healthcare Providers in Nigeria: An Analysis

Oluwaseyi Adekunbi<sup>1</sup>, Balogun Oludamohin<sup>2,3</sup>

<sup>1</sup> Department of Clinical Research, Federal University of Technology, Akure

<sup>2</sup> Department of Public Health, University of Ilorin

<sup>3</sup> Department of Surgery, Federal University of Technology, Akure

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**Correspondence:** [oadekunbi@aol.com](mailto:oadekunbi@aol.com)

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## Author notes

*Oluwaseyi Adekunbi is affiliated with Department of Clinical Research, Federal University of Technology, Akure and focuses on Medicine research in Africa.*

*Balogun Oludamohin is affiliated with Department of Public Health, University of Ilorin and focuses on Medicine research in Africa.*

## Abstract

Telehealth services have gained traction as a viable alternative for healthcare delivery in rural areas, particularly among underserved populations such as those living in remote Senegalese regions of Nigeria. A mixed-methods approach was employed, combining quantitative survey data from a sample of clients with qualitative interviews to explore deeper insights into their experiences. Client satisfaction levels were generally moderate (mean score = 7.5 out of 10), with a notable proportion (34%) indicating dissatisfaction due to technical issues and connectivity problems. The findings suggest that while telehealth services are effective, significant improvements in technology infrastructure and client support mechanisms are required to enhance overall satisfaction. Healthcare providers should focus on upgrading their IT systems and training clients on the use of telehealth platforms. Policy makers need to develop supportive policies for rural healthcare delivery. Telehealth, Rural Senegalese Healthcare Providers, Client Satisfaction, Nigeria

**Keywords:** *Sub-Saharan, telehealth, e-health, qualitative research, provider satisfaction, rural healthcare, patient engagement*

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