



# Enhancing Healthcare through Telemedicine Networks: Patient Satisfaction in Southwestern Nigeria

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## Abstract

Telemedicine networks have emerged as a critical tool for enhancing healthcare delivery in rural and underserved areas of Nigeria. A mixed-methods approach was employed, including pre- and post-satisfaction surveys for a sample population, alongside qualitative interviews to gather in-depth insights. Patient satisfaction scores increased by 25% after the introduction of telemedicine services, particularly among those with limited access to traditional healthcare facilities. The findings suggest that telemedicine networks have significantly improved patient outcomes and accessibility in Southwestern Nigeria. Further expansion of telemedicine networks should prioritise community engagement programmes to ensure widespread adoption and utilization by the population.

**Keywords:** Nigerian, Telehealth, Quantitative, Qualitative, Community Engagement, Ethnography, Participatory Design

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