



Acceptance of Online Medical Consultation Platforms by General Practitioners in Cape Town, South Africa: An Exploratory Study

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Abstract

Online medical consultation platforms are increasingly being used in healthcare settings to facilitate remote patient care. In South Africa, particularly in Cape Town where access to primary healthcare services can be limited, the adoption of such platforms by general practitioners (GPs) is a significant topic. A qualitative approach was employed through semi-structured interviews with a purposive sample of GPs from various practices across the city. Data were analysed using thematic analysis techniques. Findings indicate that while GPs generally view online consultation as useful for managing non-emergency cases, concerns about maintaining patient privacy and ensuring timely follow-up are prevalent. The findings highlight a need for clear guidelines on data security protocols and improved communication strategies between patients and healthcare providers when using these platforms. Healthcare organizations should implement robust security measures and establish standardised protocols to encourage GPs' adoption of online consultation services. Online Medical Consultation Platforms, General Practitioners, Cape Town, South Africa Treatment effect was estimated with $\text{logit}(\pi) = \beta_0 + \beta_1 X_i$, and uncertainty reported using confidence-interval based inference.

Keywords: *Sub-Saharan, Geographic Distribution, Telemedicine, Adoption Theory, E-health, Primary Care, Geographic Medicine*

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