



## Assessing Mobile Health Services Among Somali Refugees in Nairobi Slums: Coverage and User Satisfaction in Kenya

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### Abstract

Mobile health services have been introduced in Nairobi slums to provide healthcare to underserved populations. Data collection through structured interviews with a sample of Somali refugee users over two years. Despite initial coverage issues, mobile health services have become an essential component of healthcare provision in Nairobi slums. Enhanced coordination between service providers could further improve the quality of care offered to Somali refugees. Facilitate greater coordination among different health organizations providing mobile services and ensure regular staff training for improved patient experiences.

**Keywords:** *Somalia, Kenyan, Refugee Studies, Mobile Health, Remote Access, Qualitative Research, Community Engagement, User Experience*

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