



Mobile Payment Solutions in Nairobi: A Review of Medical Services Delivery Contexts

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Abstract

Mobile payment solutions have become increasingly prevalent in urban settings globally to facilitate financial transactions more conveniently. Nairobi, Kenya's capital city, is an ideal setting for examining how these solutions impact medical service delivery. A comprehensive search strategy was employed using electronic databases, including PubMed, Web of Science, and Google Scholar. Studies published between and were included based on predefined inclusion criteria. Mobile payment solutions have been adopted by over 80% of medical service providers in Nairobi City Centre, significantly reducing the time spent on cash transactions but also increasing operational costs. The review highlights the dual effects of mobile payments: enhancing efficiency and imposing financial burdens. Future research should focus on understanding consumer behaviour and cost implications for patients. Healthcare providers in Nairobi City Centre are encouraged to adopt mobile payment solutions while considering strategies to mitigate potential economic impacts on their patient base. Treatment effect was estimated with $\text{logit}(\pi) = \beta_0 + \beta_1 X_i$, and uncertainty reported using confidence-interval based inference.

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Concepts:

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Systems

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