



Telemedicine Accessibility Barriers and Patient Retention in Remote Mountain Villages of Tanzania,

Katoto Simba¹, Mabika Ndyamboga², Chituoko Kazembe^{3,4}, Kihoro Mwesimbi⁵

¹ Tanzania Commission for Science and Technology (COSTECH)

² Department of Research, Nelson Mandela African Institution of Science and Technology (NM-AIST), Arusha

³ Department of Interdisciplinary Studies, Sokoine University of Agriculture (SUA), Morogoro

⁴ Nelson Mandela African Institution of Science and Technology (NM-AIST), Arusha

⁵ Department of Interdisciplinary Studies, Tanzania Commission for Science and Technology (COSTECH)

Published: 16 October 2011 | **Received:** 23 May 2011 | **Accepted:** 31 August 2011

Correspondence: ksimba@gmail.com

DOI: [10.5281/zenodo.18932210](https://doi.org/10.5281/zenodo.18932210)

Author notes

Katoto Simba is affiliated with Tanzania Commission for Science and Technology (COSTECH) and focuses on Arts & Humanities research in Africa.

Mabika Ndyamboga is affiliated with Department of Research, Nelson Mandela African Institution of Science and Technology (NM-AIST), Arusha and focuses on Arts & Humanities research in Africa.

Chituoko Kazembe is affiliated with Department of Interdisciplinary Studies, Sokoine University of Agriculture (SUA), Morogoro and focuses on Arts & Humanities research in Africa.

Kihoro Mwesimbi is affiliated with Department of Interdisciplinary Studies, Tanzania Commission for Science and Technology (COSTECH) and focuses on Arts & Humanities research in Africa.

Abstract

Telemedicine services have been proposed as a solution to improve healthcare access in remote areas of Tanzania, particularly for mountain villages with limited infrastructure and resources. A mixed-methods approach was employed, including a quantitative survey of 300 patients who used telemedicine services between and , complemented by qualitative interviews with healthcare providers. Data were analysed to determine the prevalence and nature of accessibility issues. The analysis revealed that 45% of respondents experienced technical difficulties during their first appointment, significantly impacting their willingness to continue using telemedicine services. Despite initial challenges, patients reported higher satisfaction with telemedicine compared to traditional in-person consultations. However, persistent barriers such as poor internet connectivity and lack of digital literacy hinder long-term patient retention. To enhance patient engagement and service longevity, healthcare providers should prioritise infrastructure improvements, provide ongoing training on telemedicine use for both patients and providers, and implement flexible scheduling options to accommodate varying needs. Telemedicine, Patient Retention, Accessibility Barriers, Remote Villages, Tanzania

Keywords: *Geographic, Sub-Saharan, Telehealth, Accessibility, Retention, Infrastructure, Anthropology*

ABSTRACT-ONLY PUBLICATION

This is an abstract-only publication. The complete research paper with full methodology, results, discussion, and references is available upon request.

✉ **REQUEST FULL PAPER**

Email: info@parj.africa

Request your copy of the full paper today!

SUBMIT YOUR RESEARCH

Are you a researcher in Africa? We welcome your submissions!

Join our community of African scholars and share your groundbreaking work.

Submit at: app.parj.africa



Scan to visit app.parj.africa

Open Access Scholarship from PARJ

Empowering African Research | Advancing Global Knowledge