



Adoption Rates and User Satisfaction with Electronic Medical Records among Rural Community Health Workers in South Africa: A Cross-sectional Study

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Abstract

Electronic Medical Records (EMRs) are increasingly adopted in healthcare settings to improve patient care and administrative efficiency. A cross-sectional study was conducted with a convenience sample of CHWs from four provinces. Data were collected through self-administered questionnaires and analysed using descriptive statistics. Among the 200 respondents, 45% reported high adoption rates for EMRs, while 38% had moderate adoption. User satisfaction scores averaged 7.2 out of 10 on a Likert scale. The study highlights significant heterogeneity in EMR adoption across different regions and CHW practices. Further research should explore factors influencing EMR adoption and the development of tailored training programmes for rural CHWs. Electronic Medical Records, Rural Community Health Workers, User Satisfaction, Adoption Rates, South Africa Treatment effect was estimated with $\text{text}\{ \text{logit} \}(\pi) = \beta_0 + \beta^T X_i$, and uncertainty reported using confidence-interval based inference.

Keywords: African, Adoption, Electronic Medical Records, Evaluation, Health Workforce, Satisfaction, User Engagement

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