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# User Satisfaction and Privacy Concerns in Digital Health Record Implementation: A Case Study of Rural Ethiopian Districts

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## Abstract

Digital health records (DHRs) have been implemented in various settings to improve healthcare access and efficiency. This case study focuses on rural Ethiopian districts where DHRs were introduced between and . Data was collected through surveys administered to users of DHRs in four randomly selected rural districts. Quantitative analysis was conducted using descriptive statistics and inferential statistical methods to analyse user satisfaction scores and privacy concerns. User satisfaction levels were generally moderate, with a proportion of 65% reporting no significant issues with the system's usability, while 35% noted some difficulties. Privacy concerns were more prevalent, with 40% of respondents expressing concern about data security and confidentiality. The findings indicate mixed results regarding user satisfaction and privacy perceptions in rural Ethiopian districts where DHRs have been implemented. Further research is recommended to address identified privacy issues and improve overall system usability. Given the high levels of reported privacy concerns, it is recommended that additional security measures be implemented to enhance data protection within the digital health record systems. User training programmes should also be developed to ensure proper understanding and use of the DHRs. Treatment effect was estimated with $text\{logit\}(\pi) = beta0 + \beta^{\rightarrow} p X_i$, and uncertainty reported using confidence-interval based inference.

**Keywords:** *Ethiopia, Geographic Information Systems (GIS), Health Informatics, User Experience (UX), Privacy Protection, Data Security, Telemedicine*

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