



# Telemedicine Access and Treatment Outcomes for Undocumented Patients in Nairobi: A Pan-African Perspective on Policy Implications

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## Abstract

Telemedicine has emerged as a promising solution for improving access to healthcare services in underserved populations, including undocumented migrants who often face significant barriers to traditional medical care. No empirical results were obtained, as this was a qualitative analysis based on interviews with healthcare providers and consultations conducted via telemedicine platforms. While telemedicine offers potential benefits for undocumented migrants, its implementation faces substantial logistical challenges related to technology adoption and infrastructure development. Policymakers should prioritise investments in improving internet connectivity and subsidizing devices for underserved populations. Additionally, training programmes for healthcare providers on the use of telehealth platforms are recommended to ensure effective service delivery.

**Keywords:** *Kenyan, Undocumented, Telemedicine, Access, Outcomes, Policy, Migration*

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