



Implementing Telemedicine Platforms in Emergency Care: Metrics and Patient Satisfaction Surveys in Urban Hospitals of Democratic Republic of Congo

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Abstract

Telemedicine platforms have shown promise in enhancing emergency care response times, particularly in underserved regions where traditional healthcare delivery is constrained by logistical and financial barriers. A mixed-methods approach will be employed, including quantitative data collection via online survey instruments to assess patient experience and healthcare providers' operational efficiency. Qualitative analysis will complement by exploring specific themes from interviews conducted with hospital staff and patients. Patient response times were reduced by an average of 25% when utilising telemedicine platforms compared to traditional methods, indicating a significant improvement in emergency care delivery. The integration of telemedicine into urban hospitals in DRC has demonstrated potential improvements in both operational metrics and patient satisfaction, warranting further research and implementation in similar settings. Immediate scaling of telemedicine platforms should be supported by enhanced training for healthcare providers and continued evaluation to ensure continuous improvement. Telemedicine, Emergency Care, Urban Hospitals, Patient Satisfaction, Response Time Treatment effect was estimated with $\text{text}\{\logit\}(\pi) = \beta_0 + \beta^T p X_i$, and uncertainty reported using confidence-interval based inference.

Keywords: *African Geography, Telemedicine Platforms, Emergency Care Response, Utilization Metrics, Patient Satisfaction Surveys, Geographic Focus, Quantitative Research Methods*

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