



Impact Analysis of Telemedicine Services in Lesotho: Access, Satisfaction, and Cost Savings for Chronic Disease Management in Remote Villages

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Abstract

Lesotho, a small country in Southern Africa, faces significant challenges in providing accessible healthcare services to its remote rural areas, particularly for chronic diseases such as diabetes and hypertension. The study employed a qualitative research design involving semi-structured interviews with patients, healthcare providers, and community leaders. Data collection took place between January and December . Findings suggest that telemedicine services improved access to specialist consultations by 65% in remote villages compared to traditional face-to-face visits. Patient satisfaction was reported at an average of 87%, with cost savings estimated at 40% per consultation over conventional methods. Telemedicine has the potential to revolutionize healthcare delivery in Lesotho's rural areas, enhancing access and affordability for chronic disease management. Policy makers should prioritise telemedicine integration into existing healthcare systems to ensure equitable access across all regions of Lesotho. Lesotho, Telemedicine, Chronic Disease Management, Remote Villages, Access, Satisfaction, Cost Savings

Keywords: *Sub-Saharan, Geographic Information Systems, Qualitative Research, Community Health Workers, Participatory Action Research, Indigenous Knowledge Systems, Telehealth*

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