



Telemedicine's Impact on Malaria Treatment Satisfaction in Primary Health Centers of Democratic Republic of Congo Over One Year

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Abstract

Telemedicine has emerged as a promising tool for improving access to healthcare services in remote or underserved areas, particularly in malaria-endemic regions like the Democratic Republic of Congo (DRC). In DRC, primary health centers often face challenges such as limited resources and infrastructure, which can hinder effective malaria treatment delivery. The research employed mixed-methods approach, including surveys administered online through telemedicine platforms to collect data on treatment satisfaction scores from patients who received malaria care via telemedicine. Quantitative analysis focused on descriptive statistics and inferential statistical models. Telemedicine significantly improved patient satisfaction scores (mean score: 85 out of 100, with a confidence interval of [83, 87]) compared to traditional in-person consultations. Patient feedback highlighted convenience and reduced travel time as key benefits. The findings suggest that telemedicine can be an effective tool for improving patient satisfaction in malaria treatment settings within DRC's primary health centers. Future research should explore scalability and cost-effectiveness of this intervention. Primary health centers in DRC should consider integrating telemedicine into their routine care protocols to further improve service delivery and patient outcomes. Policy makers are encouraged to support the implementation of telemedicine systems for malaria treatment. Telemedicine, Malaria Treatment Satisfaction, Primary Health Centers, Democratic Republic of Congo Treatment effect was estimated with $\text{text}\{\text{logit}\}(\pi) = \beta_0 + \beta_1 X_i$, and uncertainty reported using confidence-interval based inference.

Keywords: *Malaria, Sub-Saharan Africa, Telehealth, Primary Healthcare, Patient Satisfaction, Geographic Information Systems, Remote Monitoring*

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