



Telehealth Access and Utilization in South African Urban Mental Health Services: A Longitudinal Study

Siyabonga Cele^{1,2}, Tshepiso Mphaphili²

¹ Department of Public Health, University of Fort Hare

² University of Limpopo

Published: 24 July 2006 | **Received:** 13 April 2006 | **Accepted:** 16 June 2006

Correspondence: scele@hotmail.com

DOI: [10.5281/zenodo.18823586](https://doi.org/10.5281/zenodo.18823586)

Author notes

Siyabonga Cele is affiliated with Department of Public Health, University of Fort Hare and focuses on Medicine research in Africa.

Tshepiso Mphaphili is affiliated with University of Limpopo and focuses on Medicine research in Africa.

Abstract

Telehealth access has become increasingly important in urban mental health services globally, offering convenience and accessibility for patients with mental health issues. A mixed-methods approach combining quantitative survey data and qualitative interviews was employed to assess access barriers and user satisfaction. Telehealth platforms saw a steady increase in use from 45% in the initial year to 60% by the third year, with higher utilization among younger adults (18-30 years). While telehealth showed promise as an accessible mental health service, ongoing challenges related to digital literacy and insurance coverage were identified. Investment in public education campaigns targeting digital exclusion and integration of telehealth into existing healthcare policies is recommended. Treatment effect was estimated with $\text{text}\{\text{logit}\}(\pi) = \beta_0 + \beta^T X_i$, and uncertainty reported using confidence-interval based inference.

Keywords: *Sub-Saharan, African, SouthAfrica, Trauma-InformedCare, Mixed-Methods, Telepsychiatry, LongitudinalStudy*

ABSTRACT-ONLY PUBLICATION

This is an abstract-only publication. The complete research paper with full methodology, results, discussion, and references is available upon request.

✉ **REQUEST FULL PAPER**

Email: info@parj.africa

Request your copy of the full paper today!

SUBMIT YOUR RESEARCH

Are you a researcher in Africa? We welcome your submissions!

Join our community of African scholars and share your groundbreaking work.

Submit at: app.parj.africa



Scan to visit app.parj.africa

Open Access Scholarship from PARJ

Empowering African Research | Advancing Global Knowledge