



User Satisfaction and Adoption of a Digital Health Records Platform Among Primary Care Doctors in Cape Town, South Africa 2008

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Abstract

The digital health records (DHR) platform aims to improve healthcare delivery in primary care settings by streamlining patient record management and enabling secure communication among healthcare providers. A mixed-methods approach was employed, including quantitative surveys and qualitative interviews to gather data from 150 randomly selected primary care doctors. The survey indicated that 78% of respondents found the DHR platform user-friendly, with a median response time for accessing patient records being approximately 3 minutes. Qualitative feedback highlighted features such as real-time updates and secure messaging as particularly beneficial. Primary care doctors in Cape Town expressed high levels of satisfaction with the digital health records platform, indicating its potential to improve operational efficiency and patient outcomes. Expand training programmes for primary care doctors on the use of the DHR platform and continue monitoring system usage to ensure ongoing improvement. digital health records, user satisfaction, primary care, Cape Town, South Africa 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: *African healthcare, digital health records, primary care adoption, user satisfaction survey, telemedicine, eHealth systems, GIS integration*

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