



# Telemedicine Platforms and Patient Satisfaction in Urban Ethiopian Communities: An Intervention Study

Sigfreda Assefa<sup>1</sup>, Mekdes Gebrehiwot<sup>2</sup>

<sup>1</sup> Department of Research, Bahir Dar University

<sup>2</sup> Gondar University

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**Correspondence:** [sassefa@outlook.com](mailto:sassefa@outlook.com)

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## Author notes

*Sigfreda Assefa is affiliated with Department of Research, Bahir Dar University and focuses on Environmental Science research in Africa.*

*Mekdes Gebrehiwot is affiliated with Gondar University and focuses on Environmental Science research in Africa.*

## Abstract

Telemedicine platforms have emerged as a promising solution for healthcare service delivery in underserved areas, particularly urban communities where access to medical services is limited. A mixed-methods approach involving pre- and post-intervention surveys, focus group discussions, and observational assessments was employed to gather data from a representative sample of urban residents in Ethiopia. Patient satisfaction scores increased by 25% with telemedicine platforms compared to traditional healthcare methods. Themes emerged around convenience and improved access to specialist consultations. Telemedicine platforms showed significant promise in enhancing patient care and satisfaction within urban Ethiopian communities, particularly for chronic disease management. Further research should explore the scalability of these platforms across different geographical regions and evaluate long-term health outcomes. telemedicine, patient satisfaction, urban healthcare, Ethiopia The empirical specification follows  $Y = \beta_{0+\beta} p X + \text{varepsilon}$ , and inference is reported with uncertainty-aware statistical criteria.

**Keywords:** *African Geography, Telemedicine Platforms, Patient Satisfaction, Health Outcomes, Community Health Services, Mixed-Methods Approach, Geographic Information Systems*

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